

043 Complaints procedure

**Statement of intent**

Grindleford and Eyam Playgroup believe that children and parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes. We welcome suggestions on how to improve our pre-school and will give prompt and serious attention to any concerns about the running of the pre-school. We anticipate that most concerns will be resolved quickly by an informal approach to the appropriate member of staff. If that does not achieve the desired result, we have a set of procedures for dealing with concerns.

**Aim**

We aim to bring all concerns about the running of our pre-school to a satisfactory conclusion for all of the parties involved.

**Legal framework**

Statutory Framework for the Early Years Foundation Stage September 2017

**Methods**

To achieve this, we operate the following complaints procedure.

How to complain

Stage 1

Any parent who has a concern about an aspect of the pre-school's provision talks over, first of all, his/her worries and anxieties with the Supervisor.

Most complaints should be resolved amicably and informally at this stage.

Stage 2

If this does not have a satisfactory outcome, or if the problem recurs, the parent moves to stage 2 of the procedure by putting the concerns or complaint in writing to the Supervisor and chair of the management committee. (A form is available if required by the parent). The pre-school stores written complaints from parents in the child's personal file unless a detailed investigation is required, in which case a separate file, designated for this complaint is created.

When the investigation into the complaint is completed, the Supervisor meets with the parent to discuss the outcome.

When the complaint is resolved at this stage, the summative points are logged in the complaint summary record.

Stage 3

If the parent is not satisfied with the outcome of the investigation, he/she requests a meeting with the Supervisor and chair of the management committee. The parent should have a friend or partner present if required and the Supervisor should have the support of the chair of the management committee.

An agreed written record of the discussion is made as well as any decision or action to take as a result. All of the parties present at the meeting sign the record and receive a copy of it.

This signed record signifies that the procedure has concluded. When the complaint is resolved at this stage, the summative points are logged in the complaint summary record.

#### Stage 4

If at the Stage 3 meeting the parent and the pre-school cannot reach agreement, an external mediator is invited to help settle the complaint. The person should be acceptable to both parties, listen to both sides and offer advice. A mediator has no legal powers but can help to define the problem, review the action so far and suggest further ways in which it might be resolved.

Grindleford and Eyam Playgroup will invite a representative from Derbyshire Early Years and Childcare Services to act as mediator.

The mediator keeps all discussion confidential. S/he can hold separate meetings with pre-school personnel (pre-school leader and chair of the management committee) and the parent, if this is decided to be helpful. The mediator keeps an agreed written record of any meeting that is held and of any advice s/he gives.

#### Stage 5

When the mediator has concluded her/his investigations, a final meeting between the parent, the pre-school leader and the chair of the management committee is held. The purpose of the meeting is to reach a decision on the action to be taken to deal with the complaint. The mediator's advice is used to reach this conclusion. The mediator is present at the meeting if all parties feel this will help a decision to be reached.

A record of this meeting, including the decision on the action to be taken, is made. Everyone present at the meeting signs the record and receives a copy of it. This signed record signifies that the procedure has concluded.

#### **The role of the Office for Standards in Education, Early Years Directorate (Ofsted) and the Derbyshire Safeguarding Children Board.**

Ofsted can be contacted directly on **0300 123 4666** if the situation cannot be resolved or if there are any safeguarding concerns.

Derbyshire County Council's **Starting Point** is the first point of contact and referral service for children who live in Derbyshire Tel: **01629 533190**.

#### **Records**

A record of complaints against Grindleford and Eyam Playgroup and/or the children and/or the adults working in Grindleford and Eyam Playgroup is kept, including the date, the circumstances of the complaint and how the complaint was managed.

The outcome of the complaint is recorded in the complaints summary record which is available for parents and Ofsted inspectors on request.

This procedure was adopted at a meeting of Grindleford and Eyam Playgroup.

Held on:

## Grindleford and Eyam Playgroup Procedure

Date to be reviewed:

Signed on behalf of the committee:

Name of signatory:

Role of signatory:

All staff, volunteers and committee members will sign to indicate they have read, understood and agreed with the above policy.