

Tiggers Nursery

Complaints

Procedure

Name of Person carrying out assessment:	Natasha Green
Date reviewed	September 2017
To be reviewed:	October 2018

COMPLAINTS PROCEDURE

Tiggers Nursery believes that children and parents are entitled to expect courtesy and prompt, careful attention to their needs and requirements. We always welcome parents input on how we may improve our setting, and give prompt and serious attention to any concerns raised.

- All settings are required to keep a 'summary log' of all complaints that reach stage 2 or beyond. This is made available to parents as well as Ofsted inspectors.

Making a complaint.

Stage 1

- Any parent who has a concern about an aspect of the setting's provision talks over, first of all, his/her concerns with the Head/Principal of the setting.
- 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 will put their concerns or complaint in writing to the Principal.
- The setting stores written complaints from parents in the Parents Complaints file which is kept in a cupboard away from all other files.
- When the investigation into the complaint is completed, the principal meets with the parent to discuss the outcome.
- When the complaint is resolved at this stage, the main points are logged in the Complaints Summary Record.

Stage 3

- If the parent is not satisfied with the outcome of the investigation, he or she may request a meeting with the principal. The parent should have a friend or partner present if required and the Principal should have another senior member of staff present.
- 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 main points are logged in the Complaints Summary Record.

Stage 4

- If at the Stage 3 meeting the parent and setting cannot reach agreement, an external mediator is invited to help to settle the complaint. This 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.
- The mediator keeps all discussion confidential. S/he can hold separate meetings with the setting personnel and the parent, if this is decided to be helpful. The mediator will keep a written record of any meetings that are held and of any advice s/he gives.

Stage 5

- When the mediator has concluded her/his investigations, a final meeting between the parent/guardian and principal is held. The purpose of this 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 think 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 Local Safeguarding Children Board.

Parents may approach Ofsted directly at any stage of this complaints procedure. In addition, where there seems to be a possible breach of the setting's registration requirements, it is essential to involve Ofsted as the registering and inspection body with a duty to ensure the National Standards for Day Care are adhered to.

- The address and telephone number of our Ofsted regional centre are:

Ofsted
Piccadilly Gate
Store Street
Manchester
M1 2WD
Tel: 0300 123 1231

- These details may be found on our notice board.
- If a child appears to be at risk, our setting follows the procedures of the Local Safeguarding Children Board in our local authority.
- In these cases, both the parent and setting are informed and the Principal works with Ofsted or the Local Safeguarding Children Board to ensure a proper investigation of the complaint, followed by appropriate action.

Records

- A record of complaints against our setting and/or the children and/or the adults working in our setting is kept, including the date, the circumstances of the complaint and how the complaint was managed.
- The outcome of all complaints is recorded in the Complaints Record file which is available for parents and Ofsted inspectors on request.

Natasha Green
Headmistress