



# Ladybirds Pre-School



## COMPLAINTS PROCEDURE AND POLICY

### Policy statement

Our pre-school believes 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 this 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.

### Methods

All settings are required to keep a 'Summary Log' of all complaints that reach Stage 2 or beyond. This is made available to parents and Ofsted, To achieve this, we operate the following complaints procedure.

### How to complain

#### Stage 1

1. Any parent who has a concern about an aspect of Ladybirds Preschool's provision, e.g. an activity, or about the conduct of an individual member of staff, they first of all talk about his/her worries and anxieties with the manager.
2. Most complaints should be resolved amicably and informally at this stage.

#### Stage 2

1. 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 manager and the trustees. Relevant names, dates, evidence and any other important information on the nature of the complaint should be included.
2. The setting will acknowledge receipt of the complaint as soon as possible - within 3 working days at least - and fully investigate the matter within 15 working days. If there is any delay, Ladybirds Preschool will advise the parent/carers of this and offer an explanation.
3. The trustees will be responsible for sending them a full and formal response to the complaint within 28 days.
4. For parents who are not comfortable with making written complaints, details of the complaint will be recorded with the manager or trustee and signed by the parent.
5. Ladybirds Preschool stores written complaints from parents in the child's personal file. However, if the complaint involves a detailed investigation, Ladybirds Preschool may wish to store all information relating to the investigation in a separate file designated for this complaint.
6. When the investigation into the complaint is completed, the manager or trustee meets with the parent to discuss the outcome.
7. When the complaint is resolved at this stage, the summative points are logged in the Complaints Summary Log.



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## Stage 3

1. If the parent is not satisfied with the outcome of the investigation, he or she requests a meeting with the manager and the trustee(s). The parent may have a friend or partner present if required and the manager should have the support of the trustee or another suitable person from the Management Committee.
2. 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.
3. This signed record signifies that the procedure has concluded. When the complaint is resolved at this stage, the summative points are logged in the Complaints Summary Log.

## Stage 4

1. If at the Stage 3 meeting the parent and Ladybirds Preschool 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.
2. The mediator keeps all discussion confidential. S/he can hold separate meetings with Ladybirds Preschool personnel (manager and trustees) and the parent, if this is decided to be helpful. The mediator keeps an agreed written record of any meetings that are held and of any advice s/he gives.

## Stage 5

1. When the mediator has concluded her/his investigations, a final meeting between the parent, the manager and the trustees 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.
2. 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 Area 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 our registration requirements, it is essential to involve Ofsted as the registering and inspection body with a duty to ensure the Statutory Guidance for the Foundation Stage is being adhered to.

The address and telephone number of Ofsted are:

The National Business Unit, OFSTED, Picadilly Gate, Store Street, Manchester. M1 2WD

Tel: 0300 123 1231 [www.ofsted.gov.uk](http://www.ofsted.gov.uk)



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A poster showing these details are displayed on our notice board in the meet and greet area. If a child appears to be at risk, our pre-school follows the procedures of the Area Safeguarding Children Board in our local authority. In these cases, both the parent and pre-school are informed and the pre-school leader works with Ofsted or the Area Safeguarding Children Committee to ensure a proper investigation of the complaint followed by appropriate action.

## Records

A record of complaints against our pre-school and/or the children and/or the adults working in our pre-school is kept, including the date, the circumstances of the complaint and how the complaint was managed.

Ladybirds Pre School

*(name of provider)*

On

9<sup>th</sup> July 2020

*(date)*

Signed on behalf of the provider

Name of signatory

Gerard O'Neill

Role of signatory (e.g. chair, director or owner)

Trustee