

COMPLAINTS POLICY AND PROCEDURES

1. Policy

All Cannings Preschool 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 setting and will give prompt and serious attention to any concerns about the running of the preschool. 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. We aim to bring all concerns about the running of our setting to a satisfactory conclusion for all the parties involved.

2. Our Procedures

All settings are required to keep a written record of any complaints that reach stage two and above (i.e. formal complaints), and their outcome. Their existence is recorded in our Complaints Investigation Record, based on Early Years Alliance records guidance (2021). This is made available to parents, as well as to Ofsted inspectors on request.

2.1. How to express concern, or make a complaint and how it will be investigated

Stage 1 Informal – dissatisfaction and concerns

- Initially, any parent who has a concern about an aspect of our setting's provision **talks over** his/her concerns with the Preschool Manager; at most you may express your concern initially in a text or similar message. This conversation is either conducted face to face or over the phone ensuring privacy and to enable sufficient time is given to the concern raised.
- Most complaints should be resolved amicably and informally at this stage.
- We record the issue, and how it was resolved, in the child's file. (Form (A) attached) and a summary in the Complaints Investigation Record book.

Stage 2 Formal – written complaint

- If this does not have a satisfactory outcome, or if the problem is more serious or recurs, the parent moves to this stage of the procedure by putting the concerns or complaint in writing. (**letter or email**) to the Preschool Manager or the Committee Chair. A problem that parents/carers consider so serious that they need to raise it formally from the start, should be put in writing.
- Our setting stores all information relating to written complaints from parents in the child's personal file. The Preschool Manager initiates the record using Form B (attached) and initiates an investigation.
- When the investigation into the complaint is completed, our Preschool Manager meets with the parent to discuss the outcome.
- We inform parents of the outcome of the investigation within 28 days of him/her making the complaint.
- When the complaint is resolved at this stage, we log the summative points anonymously in our Complaints Investigation Record, which is made available to Ofsted on request. Related completed records Form A and/or B and related documents are kept in the child's confidential file.

Stage 3 Chair's Investigation

- If the parent is not satisfied with the outcome of the internal investigation, he or she requests a further meeting with the Preschool Manager and the Chair of our Management Committee. The parent may have a friend or partner present if they prefer, and the Chair should have the support of a member of the management team.
- An agreed written record of the discussion is made, as well as any decision or action to take as a result. All 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, we log the summative points in our Complaint Investigation Record.

Stage 4 External Mediation

- If at the stage three meeting the parent/carer cannot reach agreement with us, we invite an external mediator 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 us to define the problem, review the action so far and suggest further ways in which it might be resolved.
- Appropriate mediators may include local teachers or members of school governing bodies (who have experience in education), funding body advisers, or mediators recommended by our insurers (Early Years Alliance).
- The mediator keeps all discussions confidential. S/he can hold separate meetings with our 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 Mediator Report and Recommendation

- When the mediator has concluded her/his investigations, a final meeting between the parent and our Preschool Manager and Chair 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.

Stage 6. Referral to OFSTED

- Where a satisfactory conclusion cannot be reached using a mediator then Ofsted should be informed.
- Parents may approach Ofsted directly at any stage of this 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 Safeguarding and Welfare Requirements of the Early Years Foundation Stage are adhered to.
- Parents can complain to Ofsted by telephone or by email at:
enquiries@ofsted.gov.uk
Tel: 0300 123 4666
- These details are displayed on our notice board and on the parents' page of our website.

2.2 AT RISK CHILDREN

- **If a child appears to be at risk, we will urgently follow the procedures of the Local Safeguarding Children Board <https://www.wiltshire.gov.uk/article/1436/Child-protection> The safety of the child takes precedence over a staged procedure. Initial information will be recorded on Risk of Harm (Form C)**
- In these cases, both the parent and ACPS are informed and our Chair and Preschool Manager work with Ofsted or the Local Safeguarding Children Board to ensure a proper investigation of the complaint, followed by appropriate action.

2.3. Records

- A record of complaints in relation to our setting, or the children or the adults working in our setting, is kept for at least three years; including the date, the circumstances of the complaint and how the complaint was managed.
- The outcome of all complaints is recorded in our Complaint Investigation Record, which is available for parents and Ofsted inspectors to view on request.

References

Early Years Alliance Complaint Investigation Record

Early Years Foundation Stage

Wiltshire child protection resources. Content reviewed with WC Safeguarding Advisors

(ACPS staff implementation guidance).

Policy Family	OPERATIONS (d) Working with Parents and Carers Reviewed annually.
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STAGE 1 INFORMAL CONCERN/COMPLAINT RECORD (FORM A PINK)

We shall investigate all concerns/complaints made by a parent of a child attending the setting (or other relevant adult). We shall give an account of the findings of the investigation into the concern/complaint and any action taken to the parent who made the complaint, within 28 days of the date of the complaint.

Date of Concern/complaint:					
Source of Concern/complaint (please tick as appropriate) IN PERSON OR TEXT MESSAGE					
Parent	<input type="checkbox"/>	Anonymous	<input type="checkbox"/>		
Staff or volunteer	<input type="checkbox"/>	OFSTED	<input type="checkbox"/>		
		Complaint No (if known):	<input type="checkbox"/>		
		Other (please state)	<input type="checkbox"/>		
Nature of Concern/complaint (please tick the requirements that the complaint relates to)					
SECTION OF THE EARLY YEARS FOUNDATION STAGE (2023/4 but refer to latest version for detailed guidance) relating to the concern/complaint (tick all that apply)					
Learning and development (Section 1)	1.1 to 1.20		Premises and security - Safety (Section 3)	3.62 to 3.65 3.72/3	
Staff Qualifications , training, support, skills, and ratios (Section 2)	3.23 – 3.43		Smoking and Vaping (Section 3)		
Safeguarding (Section 3)	3.1 to 3.8		Premises (space/outdoor access) (Section 3)	3.66-3.68	
Suitable people (Section 3)	3.9 to 3.15		Risk assessment (Section 3)	3.76	
Health (Section 3)	3.51 - 3.57		Outings (Section 3)	3.74 to 3.75	
Medicines (Section 3)	3.51 to 3.54		Special Educational Needs (Section 3)	3.61	
Food and drink (Section 3)	3.55 to 3.57		Information & Records (Section 3)	3.77 to 3.82	
Accident or injury (Section 3)	3.62 to 3.63		Complaints (Section 3)	3.83 to 3.84	
Supporting child behaviour (Section 3)	3.58 to 3.60		Other (describe below		
Please give details of the complaint:					

How it was dealt with (please tick as appropriate)

Internal investigation Investigation by OFSTED

Investigation by other agencies (please state)

Please give details of any internal investigation or attach any outcome letter from OFSTED:

Actions and outcomes (please tick as appropriate)

Internal actions Other action taken by OFSTED

Actions agreed with OFSTED No action

Changes to conditions of registration Actions imposed or agreed with other agencies

Please give details:

Has a copy of this record been shared with parents? Yes or No

Name of recorder:

Outcome notified to parent:

Yes or No

Date:

Position:

Name:

Date completed:

Signature:

EXTRACT FROM EARLY YEARS FOUNDATION STAGE JANUARY 2024

https://assets.publishing.service.gov.uk/media/65aa5e42ed27ca001327b2c7/EYFS_statutory_framework_for_group_and_school_based_providers.pdf

Complaints

3.83 Providers must put in place a written procedure for dealing with concerns and complaints from parents and/or carers, and must keep a written record of any complaints, and their outcome. All providers must:

- Investigate written complaints relating to how they are fulfilling the EYFS requirements.
 - Notify the person who made the complaint of the outcome of the investigation within 28 days of having received the complaint.
- Make a record of complaints available to Ofsted,, on request. (EYA Summary Record)

3.84 Providers must make available to parents and/or carers the details about how to contact Ofsted,, if they believe the provider is not meeting the EYFS requirements.

3.85 If providers become aware that they are to be inspected by Ofsted they must notify parents and/or carers. After an inspection by Ofsted providers must supply a copy of the report to parents and/or carers of children attending on a regular basis.

STAGE 2 FORMAL COMPLAINT RECORD (FORM B BLUE)

We shall investigate all complaints notified to us, in writing, by a parent of a child attending the setting (or other relevant adult). We shall give an account of the findings of the investigation into the complaint and any action taken to the parent who made the complaint, within 28 days of the date of the complaint.

Date of Complaint:					
Source of Complaint (please tick as appropriate) IN WRITING (email, letter)					
Parent	<input type="checkbox"/>	Anonymous	<input type="checkbox"/>		
Staff or volunteer	<input type="checkbox"/>	OFSTED	<input type="checkbox"/>		
		Complaint No (if known):			
		Other (please state)	<input type="checkbox"/>		
Nature of Concern/complaint (please tick the requirements that the complaint relates to)					
SECTION OF THE EARLY YEARS FOUNDATION STAGE (2023/4 but refer to latest version for detailed guidance) relating to the concern/complaint (tick all that apply)					
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How it was dealt with (please tick as appropriate)

Internal investigation Investigation by OFSTED

Investigation by other agencies (please state)

Please give details of any internal investigation or attach any outcome letter from OFSTED:

Actions and outcomes (please tick as appropriate)

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Name of recorder:	Outcome notified to parent: Yes or No Date:
Position:	Name:
Date completed:	Signature:

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ACPS COMPLAINT RECORD FORM (C) – RISK OF HARM

Name of provider:

Date of complaint:

Name of person making complaint:

Name of child concerned (if app):

Focus of the complaint:

Premises Practitioner Aspect of service provided

Is there an actual or perceived risk to the child?

Actual Perceived

Is there a concern that a child may be at risk of 'significant harm'?

Yes No

Is there a need to take immediate action in either case to protect the child?

Yes No

If yes, what immediate action is to be taken?

Provide details of the complaint, including what happened, where and when the alleged incident took place and who was involved.

ACPS COMPLAINT RECORD FORM (C) – RISK OF HARM (CONTINUED)

How will the complaint be investigated? (Tick more than one if applicable)

Mediation i.e. talking to individuals involved to achieve an amicable resolution.

Referral to the owner, trustees, directors or senior management team (where applicable).

Formal investigation including interviewing practitioners and other witnesses involved, taking written statements, making a final outcome report and feeding back to complainant.

Referral to the local child protection agencies (if the issues relate to possible child protection matters).

Date agreed to feedback to complainant:

What was the result of the investigation of the complaint?

List any actions to be taken to ensure the matter is resolved and does not happen again.

Name of manager/childminder:

Date completed:

Signature of manager/childminder:

Name of parent/complainant:

Signature of parent/complainant: