



Complaints Procedure

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Reviews and Responsibilities

Member of staff responsible	Caroline Mckellar/Lisa French
Committee member responsible	Committee Chair
Date agreed with staff	
Date agreed at Committee	December 2023
Signed on behalf of Committee	Tom Saunders
Print name & date	Tom Saunders 10 December 2023
Frequency of policy review	Bi-annual
Date next review due	December 2025

Complaints Procedure Introduction

Lydiard Millicent 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 setting and will give prompt and serious attention to any concerns about the running of the setting.

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 of the parties involved.

Making A Complaint

Stage 1

Any parent who has a concern about an aspect of the setting's provision should first of all talk over their concerns with the Manager.

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 should put the concerns or complaint in writing to the Manager and give a copy of the letter to the chair of the committee.

If the complaint is about the Manager, then the Chair will deal with it. If the complaint involves the Chair, another officer member of the committee will deal with it. The same process, detailed below, should be followed:

1. Written complaints from parents are filed in the child's personal file. However, if the complaint involves a detailed investigation, the Manager may wish to store all information relating to the investigation in a separate file designated for this complaint.
2. When the investigation into the complaint is completed, the manager (or Chair if they have been dealing with the complaint) meets with the parent to discuss the outcome.
3. Parents must be informed of the outcome of the investigation within 28 days of making the complaint.
4. When the complaint is resolved at this stage, the summary is logged in the Complaints Summary Record. The manager should also advise the Chair that the complaint has been resolved.

Stage 3

If the parent is not satisfied with the outcome of the investigation, he or she should request a meeting with the manager and the committee chair. The parent should have a friend or partner present if required and the manager should have the support of the committee chair. Depending on the context of the complaint, it may be prudent for the chair to talk to both the parent and the staff member separately and then arrange the meeting with all parties to resolve the situation.

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 Complaints Summary Record.

Stage 4

If at the stage three meeting the parent and Pre-School 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.

Staff or volunteers within the Pre-School Learning Alliance or Wiltshire Council are appropriate persons to be invited to act as mediators.

The mediator keeps all discussions confidential. S/he can hold separate meetings with the Pre-School personnel 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

When the mediator has concluded her/his investigations, a final meeting between the parent, the Pre-School manager and the chair of the committee 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 Ofsted

Parents may approach Ofsted directly at any stage of this complaint's 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 that the Welfare Requirements of the Early Years Foundation Stage are adhered to.

These details of how to contact Ofsted are displayed on the Pre-School notice board.

If a child appears to be at risk, we follow our Safeguarding and Child Protection Policy

In these cases, both the parent and setting are informed and the setting leader 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 the Pre-School and/or the children and/or the adults working in the Pre-School is kept, including the date, the circumstances of the complaint and how the complaint was managed.

All settings are required to keep a summary log of all complaints that reach stage two or beyond.

This is made available to parents as well as to Ofsted inspectors. The record must be kept for at least 3 years and at least until the following Ofsted inspection.

Document Version Control

Issue Number	Issue Date	Summary of changes
1.0	July 2009	Checked against PSLA guidelines
1.1	September 2009	Changes to make clear who should be involved in each stage of complaint
1.2	September 2010	Small change to wording under stage 2 for clarification
	November 2012	No changes required
1.3	May 2013	Added that records must be kept for at least 3 years
1.4	May 2014	No changes required
1.5	July 2020	Changes to chair, instead of named committee member. Table of contents added
1.6	November 2021	Document formatting and amendments
1.7	December 2023	Change from annual to bi-annual review and removal of mention of Vice-Chair.