

Safeguarding Children

Making a complaint

Our setting believes that children and Parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes. We welcome suggestion on how to improve our setting and will give serious attention to any concerns about the running of our 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 parties involved.

Procedures

Our setting is required to keep a log of all complaints that reach stage 2 or beyond, records will be kept for 10 years after the complaint is resolved. These records will be made available for Parents and OFSTED inspectors.

Under normal circumstances, the manager will be responsible for managing complaints, but if the manager is not available the Deputy will also be responsible. If a complaint is made against the manager, the community manager, Nicola Bugden, will conduct the investigation, she will ensure that each complaint is fully investigated.

If the manager has a good reason to believe that the situation has safeguarding implications, the designated safeguarding officer will be informed, who will then ensure that Services for Young Children are contacted. If any party involved in the complaint has good reason to believe that a criminal offence has been committed, then the police are contacted.

Stage 1

Any Parent who has a concern about an aspect of the settings provision talks over concerns with the setting senior member of staff present. Complaints should be resolved amicably and informally at this stage.

Stage 2

If this does not have a satisfactory outcome, or if the problem reoccurs, the parent will put concerns or complaint in writing to the setting Manager, if a parent needs support in writing the letter this can be done but must be signed off by the parent.

Our setting stores written complaints in our complaints folder in Becky's office. Once the investigation into the complaint is completed, the settings manager or deputy manager will meet with the parent to discuss the outcome.

Parents must be informed of the outcome of the investigation within 28 days of making the complaint. The manager or community Manager will send a full and formal response and the outcome will be recorded on the complaints form, which will also be signed by the manager and parent.

Stage 3

If a parent is not satisfied with the outcome of the investigation, the parents will request a meeting with the settings Deputy/Manager. The parent should have someone else present and the deputy/Manager should also have senior staff present.

An agreed written record of the discussion is made as well as any decision or action to take as a result. All 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 points are logged in the summary record.

Stage 4

If at stage 3 the Parent and the setting cannot reach agreement, an external mediator will be invited to help 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 a problem, review the action so far and suggest further ways in which it might be resolved. Staff within the setting are not appropriate to be invited to act as mediators.

The mediator keeps all discussions confidential. Settings can hold separate meetings with the settings deputy/Manager 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 given.

Stage 5

Once the mediator has concluded investigations, a final meeting between the parent, deputy and the Manager will be 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.

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Parents may approach Ofsted directly at any stage of complaints procedure, In addition, where there seems to be a possible breach of the settings registration requirements, it is essential to involve Ofsted as the registration and inspection body with a duty to ensure the welfare requirements of the Early Years Foundation Stage are adhered to.

The number to call OFSTED is on the main notice board in the walkway of childcare.

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 setting Manager 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, which is available for Parents and Ofsted inspectors on request.

This policy was adopted on

(Dimension Childcare)

Held on

May 2016

(date)

Date to be reviewed

May 2017

(date)

Signed on behalf of Management

Name of signatory

Role of signatory (e.g. Manager/Room Leader)

