**Child Protection and Safeguarding**

1. **10 Making a Complaint**

Policy Statement

Our Setting 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 the parties involved.

**Procedures**

We have a complaint book that logs a summary of all complaints that reach stage two or beyond. This will be made available to parents as well as to **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 manager or deputy manager.
* Most Complaints should be resolved amicably and informally at the stage.

Stage 2

* If this does not have a satisfactory outcome, or if the problem recurs, the parent moves to this stage of the procedure by putting the concerns or complaint in writing to the manager and or the Chair of the Committee.
* The setting stores written complaints from parents in a locked filling cabinet under the ‘complaints’ section. The complaint and all investigations are recorded in the settings complaint log.
* When the investigation into the complaint is completed, the manager meets with the parents to discuss the outcome.
* Parents must be informed of the outcome of the investigation within 28 days of making the complaint.
* When the complaint is resolved at this stage, the summative points are logged in the settings Complaints Log.

Stage 3

* If the parent is not satisfied with the outcome of the investigation, they can request a meeting with the manager and/or Chair of Committee. Such meetings can be stressful for all parties so the parent will be advised they should have a friend or partner present and will be advised that the manager/chair will have a member of staff/committee present for support.
* 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 the stage, the summative points are logged in the settings Complaints Log.

Stage 4

* If at the stage three meeting the parent and setting cannot reach agreement, an external mediator is 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 the problem, review the action so far and suggest further ways in which it might be resolved.
* Staff or volunteers within Pre-school Learning Alliance or East Sussex County Council are appropriate persons to be invited to act as mediators.
* The mediator keeps all discussion confidential. S/he can hold separate meetings with the setting personnel (manager or chair) 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 manager/chair of the management 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 the Office for standards in Education, Early Years Directorate (**Ofsted**) and East Sussex Safeguarding Children Partnership (ESSCP).
* Parents may approach **Ofsted** directly at any stage of this complaints procedure. We display Ofsted’s contact details on our notice board and have a link to their website from our own. 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 Welfare Requirements of the Early Years Foundation Stage are adhered to.
* The number to call Ofsted with regards to a complaint is:
	+ - 0300 123 1231
		- [www.ofsted.gov.uk/parents](http://www.ofsted.gov.uk/parents)
		- Applications, Regulatory and Contact (ARC) Team

Ofsted

Piccadilly Gate

Store Street

Manchester

M1 2WD

* If a child appears to be at risk, our setting follows the procedures of East Sussex Safeguarding Children partnership (ESSCP) in our Local authority.
* In theses cases, both parents and the setting are informed and the 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 is recorded in the settings Complaints Log which is available for Ofsted Inspectors on request. A summary of all complaints (with no confidential information), is available for parents on request.

Updated : 08.06.2021

Manager – Charlie Cranch \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Chair – Becky Morris \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Deputy – Paige Merrick \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_