

## **Making a complaint**

Our setting believes that children and parents are entitled to expect courtesy and 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 talks over, first of all, his/her concerns with the setting supervisor

#### **Stage 2**

- If this does not have a satisfactory outcome, or if the problem recurs, the parent should complete the Provider Complaints Record form and pass on to the setting supervisor and chair of the management committee.
- The setting stores written complaints from parents in a complaints file.
- When the investigation into the complaint is completed, the setting supervisor meets with the parent 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 Actions/Outcomes section of the Provider Complaints Record form.

#### **Stage 3**

- If the parent is not satisfied with the outcome of the investigation, he or she requests a meeting with the setting leader and the chair of the management committee. The parent may have a friend or partner present if required.

- 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.
- When the complaint is resolved at this stage, the summative points are logged in the Actions/Outcomes section of the Provider Complaints Record form.

***The Ofsted and the Local Safeguarding Children Board***

- Parents may approach Ofsted directly on 0300 123 1231 at any stage of this complaints procedure if they feel they have not received a satisfactory response to their complaint.
- If a child appears to be at risk, our setting follows the procedures of the Norfolk Safeguarding Children Board.
- In these cases, both the parent and setting are informed and the setting supervisor works with Ofsted or the Norfolk Safeguarding Children Board to ensure a proper investigation of the complaint, followed by appropriate action.

**Links to other relevant policies:**

- Safeguarding policy

Complaints Investigation Record (2012)

This policy was adopted at a meeting of	_____	name of setting
Held on	_____	(date)
Date to be reviewed	_____	(date)
Signed on behalf of the management committee	_____	
Name of signatory	_____	
Role of signatory (e.g. chair/owner)	_____	

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