



Complaints Procedure

Statement of Intent

Baildon Village Pre-School 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 pre-school 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.

Aim

We aim to bring all concerns about the running of our Pre-School to a satisfactory conclusion for all of the parties involved.

Methods

To achieve this, we operate the following complaints procedure.

Making a complaint

Stage 1

Any parent who has concerns about any aspect of the Pre-School's provision should talk first of all, to the Pre-School leader. Most complaints should be resolved amicably and informally at this stage.

Stage 2

If however a satisfactory outcome is not met, or if the problem recurs, the parents can move to stage 2 of the procedure and put their concerns or complaint in writing to the Pre-School Supervisor and the Chairperson of the management committee.

The setting stores written complaints from parents in the child's file. However if the complaint involves a detailed investigation, the setting leader may wish to store all information relating to the investigation in a separate file designated for this complaint. When the investigation is completed, the setting leader meets with the parents to discuss the outcome.

When the complaint is resolved at this stage, the summative points are logged in the complaints summary record.



Stage 3

If the parent is not of the investigation, they the setting leader and management committee. The parent should have a friend or partner present if required and the leader should have the support of the chairperson of the management committee present.

satisfied with the outcome can request a meeting with chairperson of the

An agreed written record of 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. The 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 Stage 3 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 solved.

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

The mediator keeps all discussion confidential. They can hold separate meetings with the Pre-School leader and chairperson 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 they give.

Stage 5

When the mediator has concluded their investigations, a final meeting between the parent, the Pre-school leader and the 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
Education, Early Years
the Local Safeguarding**



**for Standards in
Directorate (Ofsted) and
Children Board.**

Parents may approach Ofsted directly at any stage of this complaints procedure. In addition, where there seems to be a possible breach of the settings registration requirements, it is essential to include Ofsted as the registering and inspection body with a duty to ensure the national standards for day care are adhered to.

The address and telephone number of Ofsted is: Ofsted, Piccadilly Gate, Store Street, Manchester, M1 2WD

Tel Complaints 0300 123 4666, Helpline: 0300 123 1231, Website:
www.ofsted.gov.uk/parents

The address and telephone number of Ofsted are also displayed on our Parents notice board.

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 the 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 our setting and /or 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 in the complaints summary record which is available for parents and Ofsted on request.