

Appleton Roebuck Pre-School Groups

Complaints Procedure

Statement of intent

Appleton Roebuck Pre-School Groups believes that children and parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes. Appleton Roebuck Pre-School Groups welcomes suggestions on how to improve and will give prompt and serious attention to any concerns about the running of the Pre-School. 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 Appleton Roebuck Pre-School Groups to a satisfactory conclusion for all of the parties involved.

Appleton Roebuck Pre-School Groups believes that most complaints are made constructively and can be sorted out at an early stage. We also believe that it is in the best interests of the Pre-School Groups and parents/carers that complaints should be taken seriously and dealt with fairly and in a way which respects confidentiality.

Procedure

Appleton Roebuck Pre-School Groups are required to keep a 'summary log' of all complaints that reach stage two or beyond. This is to be made available to parents and Ofsted inspectors.

Making a complaint

Stage 1

- Any parent who has a concern about an aspect of the provision should talk over their concerns with the Manager of the relevant setting.
- At this stage, if a parent does not feel he/she can discuss the concern with the Manager, they are welcome to approach any of the core the members of Pre-School Groups Management Committee, namely: Chairperson, Secretary or Treasurer
- Most complaints should be resolved amicably and informally at this stage.

Stage 2

- If Stage 1 does not have a satisfactory outcome, or if the problem recurs, the parent moves to Stage 2 of the procedure by putting the concerns or complaint in writing to the Manager of the relevant setting and the Chairperson of the Management Committee.
- For parents who are not comfortable with making written complaints, there is a template form available for completion. The form may be completed with the person in charge and signed by the parent.
- Appleton Roebuck Pre-School Groups store written complaints received from parents in an appropriate file, in a secure environment on the premises.
- When the investigation into the complaint is completed, the Manager or Chairperson 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.

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- When the complaint is resolved at this stage, the summative points are logged in the Complaints Summary Record, which will be kept securely in the setting.

Stage 3

- If the parent is not satisfied with the outcome of the investigation, he or she requests a meeting with the Manager and the Chairperson of the Management Committee. The parent should have a friend or partner present if required and the Manager should have the support of the Chairperson of the Management Committee present or another member of staff or committee member, depending on the circumstances.
- 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.
- 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 3 meeting the parent and Pre-School Group personnel cannot reach an 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 are appropriate persons to be invited to act as mediators.
- The mediator keeps all discussion confidential. S/he can hold separate meetings with the Pre-School Group personnel (Manager of the relevant setting and Chairperson of the Management Committee) 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 and the Chairperson 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 (Ofsted)

Parents may approach Ofsted directly at any stage of this complaints procedure. In addition, where there seems to be a possible breach of Appleton Roebuck Pre-School Groups registration requirements, it is essential to involve Ofsted as the registering and inspection body has a duty to ensure the Welfare requirements of the Early Years Foundation Stage Framework is complied with.

Appleton Roebuck Pre-School Groups

The address, telephone number and email address for Ofsted are:

Ofsted

Ofsted National Business Unit
Piccadilly Gate
Store Street
Manchester
M1 2WD

Helpline: 0300 123 1231
Email: enquiries@ofsted.gov.uk
Website: www.ofsted.gov.uk

These details are to be present on the Appleton Roebuck Pre-School Groups notice board within each setting.

If a child appears to be at risk, Appleton Roebuck Pre-School Groups follows the procedures of the local Safeguarding Children Board in the local authority. In these cases, both the parent and Pre-School Group are informed and the Manager works with the local authority designated person (LADO) and Ofsted or the Local Safeguarding Children Board to ensure a proper investigation of the complaint followed by appropriate action. See *Child Safeguarding Policy*.

Records

A record of complaints against Appleton Roebuck Pre-School Groups and/or the children and/or the adults working in Appleton Roebuck Pre-School Groups 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 Summary Complaints Record which is available for parents and Ofsted inspectors on request.

Signed on behalf of ARPSG;

Chair..... Date.....

Manager Date.....

Review Date:-----

Appleton Roebuck Pre-School Groups

Formal Complaint Form

Name:

Address:

Telephone No: Day:

Evening:

What is it you want to complain about?

Have you complained to the Pre-School Manager? Yes

No

What did you do this?

What happened when you complained to the Pre-School Manager?