

Complaints Procedure

Policy Statement

Meynell Kindergarten is committed to providing a safe, stimulating environment ensuring a consistent and accessible service that meets the needs of the children and families attending.

We believe 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 with 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 the concerns about the running of our setting to a satisfactory conclusion for all the parties involved.

Procedure

All settings are required to keep a written record of any complaints that reach stages two and above, and their outcome. This is to be made available to parents, as well as to Ofsted inspector on request. A full procedure is set out in the Early Years Alliance publication complaint investigation record (2012) which acts as the summary log for this purpose.

Stage 1

- Any parent/carer who has a concern about any aspect of the setting are encouraged to discuss this with manager.
- Most complaints should be resolved informally at this stage
- The complaint and outcome will be recorded and how it was resolved and kept in the child's personal information.

Stage 2

- If the parent/carer is not satisfied with the response/outcome the parent/carer will proceed to stage 2 and put the complaint in writing to the manager.
- The written complaint will be stored recorded in the complaints log, which is a requirement of the EYFS.
- The manager will investigate the complaint and record a detailed account of how the complaint is resolved.
- When the complaint has been investigated the manager will discuss the outcome with the parent/carer within 28 days of them making the complaint

Stage 3

- If the parent/carer is not satisfied with the outcome of the investigation he/she should request a meeting with the manager and *chairperson*.
- The complaint will be discussed and a written record of the discussion and agreed decision or action made.
- All parties present at the meeting will sign and date the written record and receive a copy. The record will be stored in the complaints log.
- The signed record signifies that the procedure has concluded.

Stage 4

- Should the matter remain unresolved, OFSTED can be contacted at the following address:

OFSTED National Business unit
Piccadilly Gate
Store Street
Manchester M1 2WD
Tel: 0300 123 1231

The complaints procedure and above details will be displayed **prominently** within the setting.

Parents may approach Ofsted directly at any stage of this complaints procedure.

In addition, where it is deemed that there is a breach of the setting's registration requirements, it is essential to involve Ofsted, as the registering and inspection body, who has a duty to ensure the EYFS requirements are met.

If a child appears to be at risk the setting will follow the procedure of the Local Safeguarding Children's Partnership. In these cases the setting chair/manager will work with Ofsted and/or the Local Safeguarding Children's Partnership to ensure investigation of the complaint, followed by appropriate action.

All complaints against our setting, and or the children and/or the adults working in our setting will be recorded in detail in the complaints log which will be made available to parents and Ofsted inspectors.

The chair/manager is responsible for managing complaints.

This policy has been adopted by Meynell Kindergarten