



Scalliwags Pre-School CIO

Safeguarding Children

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 of the parties involved.

Procedures

The Setting is required to keep a 'summary log' of all complaints that reach stage two or beyond. This log is 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 Early Years Manager. The key person of the child may also be involved at this stage if it is appropriate to do so. The Early Years Manager to make a record of any such conversations and should update the Executive Manager.
- Most complaints should be resolved amicably and informally at this stage. Explanations for behaviour and apologies to the parent are essential where they are appropriate.

Scalliwags Pre-School CIO

The Village Hall, Bush Road, East Peckham, Kent, TN12 5LL

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Stage 2

- If this does not have a satisfactory outcome, or if the problem recurs, the parent moves to a formal stage of the procedure by putting the concerns or complaint in writing to the Executive Manager and Chair of the Management Committee.
- For parents who are not comfortable with making written complaints, there is a template form for recording complaints available; the form may be completed with the person in charge and signed by the parent.
- Initial response to receipt of written complaint can be expected within 7 working days.
- The setting securely stores any complaints.
- When the investigation into the complaint is completed, the Early Years Manager and Executive Manager 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.
- Formal complaints are reported to the Committee at each meeting.

Stage 3

- If the parent is not satisfied with the outcome of the investigation, he or she requests a meeting with the Early Years Manager and the Executive Manager. A response to the request will be given to the parent within 14 days. The parent should have a friend or partner present if desired. The Chair of the Management Committee may also be present.
- 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.

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- This signed record signifies that the procedure has concluded.

Stage 4

- If at the stage three meeting the parent and setting 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 resolved.
- The mediator keeps all discussions confidential. They can hold separate meetings with the setting personnel (setting managers and chair 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 their investigations, a final meeting between the parent, the setting managers and the owner/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 the Local Safeguarding Children Board

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- The parents are reminded of their ability to make a complain to Ofsted, and the obligations of. The Executive Manager to assist in any complaint investigation, including providing any necessary documentation.
- The Executive Manager ensures that parents know they can complain to Ofsted through telephone or writing.
- Ofsted contact details are:
 - **Phone:** 0300 123 1231
 - **Email:** enquiries@ofsted.gov.uk
 - **Online Enquiry Form:** [contact.form](#)
 - **Address:** Ofsted, Piccadilly Gate, Store Street, Manchester, M1 2WD
- These details are displayed on our setting's 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 setting are informed and the Executive Manager works with Ofsted or the Local Safeguarding Children Board to ensure a proper investigation of the complaint, followed by appropriate action.

Complaints from Agencies

- Complaints from agencies which work with the Setting should be made in writing to the Executive Manager.
- The complaint will be acknowledged within 7 days of receiving it, and it shall be investigated by the Executive Manager within 28 days of the complaint being received.
- The individual is contacted to discuss the matter further, and agreement is to be reached.

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- If an agreement is not reached, the individual is invited to complain to the chair of the management committee, who shall acknowledge the complaint within 7 days and respond within 14 days.

Records

- A record of complaints against our setting and/or the 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 and is available for parents and Ofsted Inspectors on request.

This policy was adopted at a meeting of

Held on

_____ (date)

Date to be reviewed

_____ (date)

Signed on behalf of the management committee

Name of signatory

Role of signatory

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