

EMMANUEL CHURCH NURSERY SCHOOL

COMPLAINTS PROCEDURE

Statement of intent

Our pre-school 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, i.e. the nursery leader or their deputy, where appropriate. 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 setting to a satisfactory conclusion for all of the parties involved.

Methods

To achieve this, we operate the following complaints procedure. All settings are required to keep a 'summary log' of all complaints that reach stage 2 or beyond. This is to be made available to parents as well as Ofsted inspectors.

Stage 1

- Any parent who has a concern about an aspect of the pre-schools provision talks over, first of all, his/her worries and anxieties with the pre-school leader.
- Most complaints should be resolved amicably and informally at this stage.

Stage 2

- If this 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 pre-school leader and the chairman of the management committee (see below). All written complaints will be investigated and the complainant will be notified of the outcome within 28 days of the complaint being received.

Written complaints should be directed to:

Mr C. Smith-Keary
Chairman of the management committee
Normandy Cottage
Pirbright Rd.
Normandy
Surrey
GU3 2HU

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- The pre-school stores written complaints from parents in the child's personal file. However, if the complaint involves a detailed investigation, the pre-school leader will store all information relating to the investigation in a separate file designated for this complaint.
- When the investigation into the complaint is completed, the pre-school leader meets with the parent to discuss the outcome.
- When the complaint is resolved at this stage, the summative points are logged in the Complaints Summary Record. A record of all complaints is kept for 3 years.

Stage 3

- If the parent is not satisfied with the outcome of the investigation, he or she requests a meeting with the nursery leader and the chairman of the management committee. The parent should have a friend or partner present if required and the leader should have the support of the chairman.
- 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.
- 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 cannot reach agreement, an external mediator is invited to help 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 discussion confidential. S/he can hold separate meetings with the pre-school personnel 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 given.

Stage 5

- When the mediator has concluded his/her investigations, a final meeting between the parent, the setting leader and the chairman 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 it 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 Area Safeguarding Children Committee.

- Parents may approach Ofsted directly at any stage of this complaints procedure. In addition, where there seems to be a possible breach of the setting's registration requirements, it is essential to involve Ofsted as the registering and inspection body.
- The address and telephone number of our Ofsted regional office are displayed on the parents' notice board and below:

The National Business Unit

OFSTED

Piccadilly Gate

Store Street

Manchester M1 2WD

0300 123 1231

- If a child appears to be at risk, our setting follows the procedures of the Surrey Safeguarding Children Board.
- In these cases, both parent and setting are informed and the setting leader works with Ofsted or Surrey Safeguarding Children Board to ensure a proper investigation of the complaint, followed by appropriate action.

Records

- A record of complaints against our pre-school and/or the children and/or the adults working in our pre-school 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 inspectors on request.