



Isleham Preschool

3a Malting Lane Isleham Ely Cambs CB7 5RZ

2018 Version

1 of 3

Complaints Procedure

Statement of Intent

Isleham Pre-School believes that children and parents are entitled to expect courtesy and prompt careful attention to their needs and wishes. It is our intention to work in partnership with parents and the community generally and we welcome suggestions on how to improve our setting and 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.

Aim

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

Methods

To achieve this, we operate the following complaints procedure.

How to complain

Stage 1

- Any parent/carer who is uneasy about an aspect of the pre-schools provision talks over, first of all, his/her concerns with their keyworker – The setting allows 10 minutes every morning and afternoon for keyworkers to chat to parents and carers.
- The parent/carer can email the Manager – Jennie O’Sullivan on jennieosullivan@islehamunderfives.co.uk to put forward concerns.

Stage 2

- If this does not have a satisfactory outcome, or if the problem recurs, the parent/carer moves to stage 2 and makes an appointment with the Pre-School Manager.
- Should the parent/carer wish to continue further, the procedure to follow is to put the concerns or complaint in writing to the pre-school manager and the chairperson of the management committee.
- The setting will respond in writing within 5 days of receipt of written complaint.
- The setting stores written complaints from parents in the child’s personal file. However, if the complaint involves a detailed investigation, the setting manager may wish to store all information relating to the investigation in a separate file designated for this complaint.
- When the investigation into the complaint is completed, the setting manager and chairperson meet 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.



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Most complaints should be able to be resolved informally at stage 1 or at stage 2.

Stage 3

- The parent/carer requests a meeting with the pre-school manager and the chairperson of the management committee. Both the parent/carer and the manager can have a friend or partner present if required. An agreed written record of the discussion is made. All of 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 the stage 3 meeting the parent/carer 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 resolved.
- Staff within the Pre- School Learning Alliance or the settings Early Years Advisor 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 personnel (pre-school manager/chair of the management committee) and the parent/carer, 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/carer, the pre-school 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.



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The role of Ofsted and the Social Care Team.

Parents/Carers may approach Ofsted directly at any stage of this complaints procedure. In addition where there seems to be a possible breach of our registration requirements, it is essential to involve Ofsted as the registering and inspection body with a duty to ensure that we adhere to the Statutory Guidance for the Early Years and Foundation stage 2017.

Ofsted contact number 0300 123 1231

e-mail ofsted.gov.uk

These details are displayed on our pre-school notice board.

If a child appears to be at risk, our pre-school will follow Safeguarding/Child Welfare protocols and contact the Cambridgeshire MASH – Multi Agency Safeguarding Hub on 0345 045 1362.

In these cases, both the parent/carer and pre-school are informed and the pre-school manager works with Ofsted and/or the MASH team to ensure a proper investigation of the complaint followed by appropriate action.

Records

A record of complaints against our pre-school 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. This record will remain until the family no longer use our setting, if it relates to Safeguarding/Child Welfare, it will automatically go to the next establishment the child attends.

This procedure was reviewed at a meeting of the pre-school held.....

Date Reviewed.....Signature of Chairperson/s.....