

POLLYANNA PRE-SCHOOL COMPLAINTS POLICY

Statement of Intent

Pollyanna Pre-School believes that parent/carer views and concerns should be respected and acknowledged and understands that on occasion circumstances may result in a parent/carer wishing to make a complaint. Appropriate and prompt action will be taken on any concerns raised.

It is hoped that minor concerns can be resolved quickly and amicably, but in the event that the complaint cannot be settled directly the procedures to follow are detailed below.

Procedure

Pollyanna keeps a log of all complaints that can be made available to parents/carers upon request as well as to Ofsted inspectors.

Making a complaint

Stage 1

- Firstly, any parent/carer who has a concern about an aspect of the setting's provision talks over his or her concerns with the Manager or other appropriate member of staff.
- Most complaints should be resolved amicably and informally at this stage.
- All complaints are responded to within 28 days.

Stage 2

- If this does not have a satisfactory outcome, or if the problem reoccurs, the parent/carer moves to Stage 2 of the procedure by putting the concerns or complaint in writing to the Manager and the chair of the management committee.
- For parents/carers who are not comfortable with making written complaints, there is a template form for recording complaints either on our website or in the setting. The form may be completed with a member of staff and signed by the parent/carer.
- The setting stores written complaints from parents/carers in the Complaints File. However, if the complaint involves a detailed investigation, the 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 Manager will meet with the parent/carer to discuss the outcome.
- When the complaint is resolved at this stage, the summative points are logged in the Complaints Summary Record.

Stage 3

- If the parent/carer is not satisfied with the outcome of the investigation, he or she can request a meeting with the Manager and the Chair of the management committee. The parent/carer is able to have a friend or partner present if required and the Manager should have the Chairperson of the management committee 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.
- 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/carer 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.
- Staff or volunteers within the Early Years Alliance are appropriate persons to be invited to act as mediators.

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- The mediator keeps all discussion confidential. S/he can hold separate meetings with the setting personnel (Manager and 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 Manager and the 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 Buckinghamshire Safeguarding Children's Partnership.

- Parents/carers 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 Ofsted is:

<p>OFSTED Piccadilly Gate, Store Street, Manchester, M1 2WD Tel: 0300 123 1231 Typetalk: 18001 Text phone: 0161 618 8524</p>
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- 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/carer and setting are informed and the setting manager works with Ofsted or the Local Safeguarding Children Board to ensure a proper investigation of the complaint, followed by appropriate action.

Records

- A record of complaints against our setting and/or the children and/or the adults working in our setting is kept in the Complaint Investigation Record Book and/or in the Complaints Folder, including the date, the circumstances of the complaint and how the complaint was managed.
- The outcome of all complaints is recorded in the Complaints Folder.

Review and Approval

This policy was adopted on: _____

Signed by Management Committee: _____ 

Print Name: _____ **Carl Sautereau**

Date of Renewal: ___September 2024_____