Buxton Village Hall, Mill Street, Buxton, NR10 5EN

Tel: 01603 279468

Admissions: buxtonpreschool@outlook.com

Finance: buxtonpreschoolplaygroup@hotmail.com

**Complaints Policy**

**Statement**

Buxton Preschool believes that children and parents are entitled to courteous, prompt and careful attention to their needs and wishes. We welcome suggestions on how to improve our preschool and will give prompt and serious attention to any concerns about the running of the preschool. We anticipate that most concerns will be resolved quickly by an informal approach to the appropriate member of staff or committee. Written suggestions can be passed onto staff or committee members, these will be discussed and the action decided upon will be answered personally or printed. 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 preschool to a satisfactory conclusion for all of the parties involved.

EYFS Key themes and commitments

|  |  |  |  |
| --- | --- | --- | --- |
| A Unique Child | Positive Relationships | Enabling Environments | Learning and Development |
| 1.3 Keeping Safe | 2.1 Respecting each other  2.2 Parents as Partners  2.3 Supporting learning  2.4 Key Person | 2.4 The Wider Context | 4.4 All areas of Learning and Development |

**Methods**

To achieve this, we operate the following complaints procedure dealing with complaints against our setting.

We will investigate all written complaints and notify the complainants of the outcome of the investigation within 28 days of receiving the complaint.

We keep a Complaints Book of recording all complaints received, action taken and the outcomes. This information is stored bearing in mind the need for appropriate confidentiality.

**Making a complaint**

Stage 1

Any parent who is uneasy about an aspect of the preschool’s provision talks over his/her worries and anxieties with the Preschool Manager or the child’s key person at a time which is convenient for both parties.

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 form to the Preschool.

For parents who are not comfortable making written complaints, they may ask for help from the Manager or a member of the committee.

The setting stores written complaints from parents in the child’s personal file. If a 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. The preschool will investigate all written complaints, of which records will be kept including interviews, reviews of records, who is involved in the investigation without identifying any individuals named in the complaint, including staff or children, or any referrals to external agencies, e.g. Local Area Designated Officer (LADO), Environmental Health, Social Services, Local Authority.

When the investigation into the complaint is completed, the Manager/Committee Chair meets with the complainant to discuss the outcome. A separate letter may also be issued to the complainant giving more detail, if requested or we think it is appropriate. If the complaint is resolved at this stage the summative points are logged in the Complaints Book.

Stage 3

If the person/parent is not satisfied with the outcome of the investigation, he or she requests a meeting with the Manager and the Chairperson. The person/parent is entitled to have the support of another person with them. An agreed written record of the discussion is to be 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. The signed record signifies that the procedure has concluded. If the complaint has resolved at this stage, the summative points are logged in the Complaints Book.

Stage 4

If at the Stage 3 meeting the parent and Preschool cannot reach an agreement, an external mediator is to be invited to help to settle the complaint. This person must be non-bias to all parties involved and will listen to all parties offering 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 Pre-School Learning Alliance are appropriate persons to be invited to act as mediators. The mediator keeps all discussion confidential. He/she can hold separate meetings with 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 he/she gives.

Stage 5

When the mediator has concluded her/his investigation, a final meeting between the parent, the pre-school Manger/Committee member(s) 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 been concluded.

All parties may seek advice or assistance from the Office for Standards in Education (Ofsted), the Local Authority (LA) and the Local Safeguarding Children Board (LSCB) at anytime during the complaints produce.

In addition, where there seems to be a possible breach of the settings registration requirements, it is essential to involve Ofsted as the registering and inspection body with a duty to ensure the Early Years Foundation Stage requirements are adhered to.

The address and telephone number of our Ofsted regional centre are:

TEL: 0300 123 1231

Address: Ofsted, Piccadilly Gate, Store Street, Manchester, M1 2WD

Web: www.ofsted.gov.uk

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

Allegations of Abuse

If a child appears to be at risk, our setting follows the procedures of the Local Safeguarding Children Board (LSCB), as set in our Safeguarding Children/Child Protection Policy. Any complaint, verbal or written, regarding child protection issues and a member of staff will be referred immediately to Ofsted and the LSCB. A separate record will be kept by the designated Safeguarding Lead Practitioner. In these cases both the parent and the preschool are informed and the preschool Safeguarding Lead Practitioner within the setting, works with Ofsted or the LSCB to ensure a proper investigation of the complaint, followed by appropriate action

Records

A record of complaints in relation to our preschool, or the children or adults working in our preschool, is kept. This will include date, the circumstances of the complaint and how the complaint was managed. All outcomes are recorded in the Complaints Record Book, which is available for parents and Ofsted on request.

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**Making a complaint**

**Our promise to you.**

We want to meet your needs and requirements but sometimes things may go wrong. We can usually resolve most issues straightaway, so please talk to your child’s Keyperson or our Preschool Manager.

However, you can also raise any issue in writing or emailing us at the following addresses:

* Financial Issues – [finance@buxtonpreschool.co.uk](mailto:finance@buxtonpreschool.co.uk)
* Issues you wish to raise to the Committee Chair Person: [committee@buxtonpreschool.co.uk](mailto:committee@buxtonpreschool.co.uk)
* Issues you wish to raise to the Manager: [buxtonpreschool@outlook.com](mailto:buxtonpreschool@outlook.com)

Or call us on 01603 27968 and ask to speak to the manager or a member of the committee.

We want to understand and help with any matters you may have so please do get in contact.

What you'll need to tell us so that we can help you

* Your personal details
* What's gone wrong.
* What you want us to do to put things right

What we'll do to resolve your complaint

* We'll be in touch with you as soon as we can and let you know what will happen next.
* We'll treat your complaint fairly.
* We'll resolve your complaint as soon as possible and we will try to do this within 28 days.
* For more complex issues it's likely that we will need longer to look into what's happened and we may ask you for further information to help us reach a decision.
* We'll give you regular updates.
* And once we've dealt with your complaint, we'll go back and see what we can learn from your experience.

**If you're not happy with our response to your complaint**

If you feel we've not considered all your issues or you can provide further information, please let us know and we'll be happy to review it. At any time, you can also contact the following authorities:

**The Local Authority**

Tel: 01603 222300

Website: earlyyearsandchildcare@norfolk.gov.uk

Family Information Services Website: fis@norfolk.gov.uk

Email: earlyyearsfinance@norfolk.gov.uk

**Ofsted**

The role of the Office for Standards in Education, Children’s Services and Skills (Ofsted)

You may approach Ofsted directly at any stage of your complaint procedure:

Tel: 0300 123 1231

Address: Ofsted, Piccadilly Gate, Store Street, Manchester, M1 2WD

Web: www.ofsted.gov.uk