

Complaints

Statement of intent

Little Pippins 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 Little Pippins. 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.

This policy constitutes the Little Pippins' formal Complaints Procedure. It will be displayed on the premises at all times.

Under normal circumstances, the Manager will be responsible for managing complaints. The name of the Manager is shown on the parent notice board. If a complaint is made against the Manager, the Chair of the Management Committee will conduct the investigation. All complaints made to staff will be recorded in detail in the Complaints file.

Aim

We aim to bring all concerns about the running of Little Pippins 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 written record of all complaints that reach stage 2 and above and their outcome. This is to be made available to parents as well as to Ofsted inspectors on request.

Making a Complaint

Stage 1

- Any parent who has a concern about an aspect of our provision, e.g. an activity, first talks about his/her worries and anxieties with the child's Key Person with the exception that a concern about the conduct of an individual member of staff should be taken straight to the Manager.
- Most complaints should be resolved amicably and informally at this stage.
- We record the issue and how it was resolved in the child's file

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 Manager and Chair of the management committee. The contact details of the Chair are shown on the parent notice board. The written complaint should include relevant names, dates, evidence and any other important information on the nature of the complaint.

- For parents who are not comfortable with making written complaints, there is a template form available for recording complaints; the form may be completed with the help of the Manager and signed by the parent.
- The Manager/Little Pippins Chair will acknowledge receipt of the complaint in writing as soon as possible – within three working days at least – and fully investigate the matter within 15 working days. If there is any delay, the Pre-school will advise the parent/carers of this and offer an explanation.
- When the investigation into the complaint is completed, the Manager / Chair meets with the parent to discuss the outcome.
- We will inform the complainant of the outcome of the investigation within 28 days of him/her making the complaint.
- We store written complaints from parents in the child's personal file. However, if the complaint involves a detailed investigation, the Manager/Chair may wish to store all information relating to the investigation in a separate file designated for this complaint.
- When the complaint is resolved at this stage, the summary points are logged in the Complaints Summary Log, which is made available to Ofsted on request.

Stage 3

- If the parent is not satisfied with the outcome of the investigation, he or she requests a meeting with the Manager and/or the Chair of the Management Committee. The parent may have a friend or partner present if required and the Manager should have the support of the Chair of the Management Committee.
- An agreed written record of the discussion is made by the Chair as well as a record of 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 summary points are logged in the Complaints Summary Log

Stage 4

- If at the Stage 3 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 discussion confidential. S/he can hold separate meetings with the setting personnel, Manager and Chair of the Management Committee, and the parent, if it is agreed that this is helpful. The mediator keeps a written record, signed by the parties involved, 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, 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 Ofsted and the Oxfordshire Safeguarding Children Board and the Information Commissioner's Office

- Parents 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 regulatory body.
- The address and telephone number of our Ofsted regional centre are:

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

Telephone 0300 123 1231

- These details are displayed on our notice board.
- If a child appears to be at risk, Little Pippins follows the procedures of the Oxfordshire Safeguarding Children Board.
- In these cases, both the parent and Little Pippins are informed and the Manager works with Ofsted or the Local Safeguarding Children Board to ensure a proper investigation of the complaint, followed by appropriate action.
- The Information Commissioner's Office (ICO) can be contacted if you have made a complaint about the way your data is being handled and remain dissatisfied after raising your concern with us. For further information about how we handle your data, please refer to the Privacy Notice given to you when you registered your child at our setting. The ICO can be contacted at Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or ico.org.uk.

Records

- A record of complaints against our setting and/or the children and/or the adults working in our setting is kept for at least 3 years, including the date, the circumstances of the complaint and how the complaint was managed.
- Records of complaints are archived and destroyed in line with our Records retention policy.

The outcome of all complaints is recorded in the Complaints Summary Log, which is available for parents and Ofsted inspectors on request.

This policy was adopted at a meeting of Little Pippins Management Committee

Held on: 15th March 2021

Signed on behalf of the Management Committee: *Kieran Dee*

Role of signatory: Chair

Review date:

March 2022