



66 Saltash Road,
Keyham, Plymouth, PL2-1QS

www.pelican-childcare.co.uk

Making a complaint from a parent

Policy Statement

Our setting 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. If this does not achieve the desired result, we have a set of procedures for dealing with concerns. We aim to bring all concerns about the running of our setting to a satisfactory conclusion for all of the parties involved.

Procedures

All settings are required to keep a “summary” log of all complaints that reach stage two or beyond.

Making a complaint

Stage 1

- Any parent who has a concern about an aspect of the setting’s provision talks over, first of all, his/her concerns with the centre manager.
- 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 this stage of the procedure by putting the concerns or complaint in writing, or e-mail or by telephone to the centre manager.

- The setting stores all forms of complaints relating to any parents' concerns in a secure cabinet in the office.
- When the investigation into the complaint is complete, the manager will meet with the parent to discuss the outcomes.
- Parents must be informed of the outcome of the investigation within 28 days of making the complaint.
- When the complaint is resolved at this stage, the summative points are logged in the Parents Complaint Log book.

Stage 3

- If the parent is not satisfied with the outcome of the investigation, he or she can request a meeting with the manager and chairperson or a member of the committee. The parent should have a friend or partner present if required.
- An agreed written record of the discussion is made as well as any decision or action to take as a result. All parties present at the meeting sign the record and receive a copy.
- This signed record signifies that the procedure has concluded. When the complaint is resolved at this stage, the summative points are logged in the Parents Complaints book.

Stage 4

- If at the stage 3 meeting the parent and setting 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 may be resolved.
- Staff from the welfare department who deal with childcare are appropriate persons to be invited to act as mediators.
- The mediator keeps all discussions confidential. S/he can hold separate meetings with the setting 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 s/he gives.

Stage 5

- When the mediator has concluded her/his investigations, a final meeting between the parents, the setting manager and chairperson or committee representative 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, Children's Services and Skills (OFSTED) and the Local Safeguarding Children's Board.

- 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 with a duty to ensure the Welfare requirements of the Early Years Foundation Stage are adhered to.
- The number to call Ofsted with regard to a complaint is; 03001234666
- These details are displayed on our settings notice board.
- If a child appears to be at risk, our setting follows the procedure of the Local safeguarding Children's Board in our local Authority.
- In these cases, both the parent and setting are informed and the setting manager works with Ofsted or the Local Safeguarding Children's Board to ensure a proper investigation of the complaint, followed by the appropriate action.

Records

- A record of complaints against the centre and/or the children and/or the adults working in the centre is kept, including the date, the circumstances of the complaint and how the complaint was managed.
- The outcomes of all complaints is recorded in the Parents Complaints Book which is available for parent and Ofsted inspectors on request.

This policy was adopted at a meeting of The Board of Trustees at Pelican Children's Centre

Held
on.....

Date to be
reviewed.....

Signed on behalf of the board of
trustees.....

Name of
signatory.....

Role within the
centre.....