

Parents' Complaint and Concerns Procedure

Policy statement

Telford Preschool believe 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 Telford Preschool to a satisfactory conclusion for all of the parties involved.

Procedures

All settings are required to keep a written record of any complaints that reach stage two 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 setting's provision talks over their concerns with the manager in the first instance.
- Most complaints should be resolved amicably and informally at this stage.
- We record the issue, and how it was resolved.

Stage 2

- If this does not have a satisfactory outcome, or if the problem recurs, the parent should put their concerns or complaint in writing. A trustee will be appointed by the board of trustees to lead or support an investigation.
- Telford Preschool stores all information relating to written complaints from parents in the child's personal file. However, if the complaint involves a detailed investigation, we 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 or an appointed trustee meets with the parent to discuss the outcome.
- We inform parents 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 our Complaint Investigation File, 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 the appointed trustee. The parent may have a friend or partner present if they prefer and the Manager should have the support of the appointed Trustee.
- An agreed written record of the discussion is made, as well as any decision or action taken 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 our Complaint Investigation File.

Stage 4

- If at the stage three meeting the parent cannot reach agreement with us, we invite an external mediator 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 us 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 discussions confidential. They can hold separate meetings with the manager, chairman 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 they give.

Stage 5

- When the mediator has concluded their investigations, a final meeting between the parent and manager and the appointed trustee 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, and a copy is put in the Complaint Investigation File. 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 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 Safeguarding and Welfare Requirements of the Early Years Foundation Stage are adhered to.
- Parents can complain to Ofsted by telephone or in writing at:



Ofsted National Business Unit, Piccadilly Gate, Store Street, Manchester M1 2WD
Tel: 0300 123 1231

- If a child appears to be at risk, we follow our Safeguarding & Child Protection Policy and the procedures of the Warwickshire Safeguarding Children Board/MASH contact 01926 414144 also on our notice board
- In these cases, both the parent and Telford Preschool are informed and the manager works with Ofsted or the Warwickshire Safeguarding Children and families front door/MASH to ensure a proper investigation of the complaint, followed by appropriate action.

Records

- A record of complaints in relation to Telford Preschool, the children or the adults working at Telford Preschool, is kept for at least three years; including the date, the circumstances of the complaint and how the complaint was managed.
- The outcome of all complaints is recorded in the Complaint Investigation File, which is available for parents and Ofsted inspectors to view on request.

All parents are encouraged to comment on and contribute to the amendment and development of policies.

Updated by Claire Harman-Sherwood, October 2021

