

Making a complaint

Safeguarding and Welfare Requirement 2017

Complaints

3.74. Providers must put in place a written procedure for dealing with concerns and complaints from parents and/or carers, and must keep a written record of any complaints, and their outcome. Childminders are not required to have a written procedure for handling complaints, but they must keep a record of any complaints they receive and their outcome. All providers must investigate written complaints relating to their fulfilment of the EYFS requirements and notify complainants of the outcome of the investigation within 28 days of having received the complaint. The record of complaints must be made available to Ofsted or the relevant childminder agency on request.

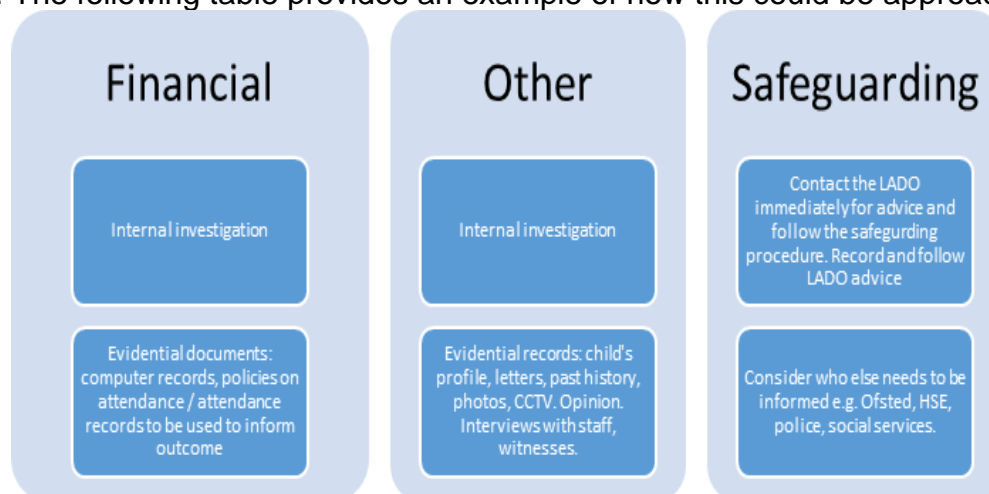
3.75. Providers must make available to parents and/or carers details about how to contact Ofsted or the childminder agency with which the provider is registered as appropriate, if they believe the provider is not meeting the EYFS requirements. If providers become aware that they are to be inspected by Ofsted or have a quality assurance visit by the childminder agency, they must notify parents and/or carers. After an inspection by Ofsted or a quality assurance visit by their childminder agency, providers must supply a copy of the report to parents and/or carers of children attending on a regular basis.

Policy statement

We 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 with a member of our leadership team. 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.

Flow chart for multiple complaints

Where a complaint has more than one element it is important to separate out the issues and respond to each separately. The following table provides an example of how this could be approached:



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 his/her concerns with our manager or deputy manager first of all.
- Most complaints should be resolved amicably and informally at this stage.
- We record the issue and how it was resolved, using the Fennies Nurseries Complaints Record, in the child's personal file (appendix 1)

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.
- For parents who are not comfortable with making written complaints, the Fennies Nurseries Complaints Record (appendix 1) may be completed by our manager and signed by the parent.
- The importance of understanding concerns in the context of history, time-lines and other known information cannot be underestimated. Chronologies are central to this process and must be completed on an ongoing basis as the case progresses using the Fennies Chronology Record (appendix 2)
- Our setting stores all information relating to written complaints from parents in the child's personal file. However, if the complaint involves a detailed investigation, our 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, our manager meets with the parent to discuss the outcome.
- We inform parents of the outcome of the investigation within 28 days of him/her making the complaint.
- When the complaint is resolved at this stage, we log the summative points in our Summary Complaints Log (appendix 3), 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 our Manager. The parent may have a friend or partner present if they prefer and our manager may request that a Regional Quality Manager join them for support and guidance.
- An agreed written record of the discussion is made, as well as any decision or action to take as a result. All 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, we log the summative points in our Complaint Investigation Record (appendix 2) and Summary Complaints Log (appendix 3)

Stage 4

- If at the stage three meeting the parent cannot reach agreement with us, we invite a member of the Fennies Senior Management Team (SMT) to help mediate and settle the complaint. This person should be acceptable to both parties, listen to both sides and offer advice. Their role is to help define the problem, review the action so far and suggest further ways in which it might be resolved.
- The mediator keeps all discussions confidential. S/he can hold separate meetings with our staff 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 parent and our manager and Regional Quality Manager 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 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 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
- These details are displayed on our setting's notice board.
- If a child appears to be at risk, we follow the procedures of the Local Safeguarding Children Board. These procedures are outlined in our documents:
 - Safeguarding children and child protection policy and procedures
 - Fennies managing investigations toolkit
 - Procedure to follow if an allegation of abuse is made against a member of Fennies Nurseries

- In these cases, both the parent and our setting are informed and our manager work 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 in relation to our setting, or the children or the adults working in our setting, 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 our Complaint Investigation Record, which is available for parents and Ofsted inspectors to view on request.

Internal use only

This policy was adopted on	Signed on behalf of the nursery	Date disseminated to staff	Date for review
<i>December 2018</i>			<i>December 2019</i>

Fennies Nurseries Complaints Record (appendix 1)

Date and time of complaint:		
Does the LADO need to be contacted? Yes / no		
Does a notification need to be made to Ofsted? Yes / No		
A: Source of Complaint (please tick):		
Parent (in writing inc email) Parent (in person) Parent (phone call)		Staff member Anonymous Ofsted (inc complaint no if known) Other (please state)
B: Nature of Complaint (please tick the safeguarding and welfare requirement that the complaint relates to)		
Child Protection Suitable people Staff Qualifications and training Key Person Staff to child ratios Health Safety and suitability of premise environment and equipment Managing Behaviour Special educational needs Complaints	Learning and Development Requirements and Assessment Requirements: <ul style="list-style-type: none"> • Areas of learning and development • Assessment arrangements 	
Please give details of the complaint:		
C: How was it dealt with		
Internal investigation Investigation by Ofsted Investigation by other agencies		

(please state)		
Please give details of any internal investigation or attach any outcome letter from Ofsted:		
D: Actions and outcomes		
Internal actions Actions agreed with Ofsted Changes to conditions of registration Other action taken by Ofsted No action Actions imposed or agreed with other agencies		
Please give details:		
Has a copy of this record been shared with parents? Yes / no		
Name of recorder:	Outcome notified to parent: Yes (within 28 days) Date:	
Position: Name: Signature:	Date completed:	



Summary Complaints Log (appendix 3)

Providers must keep a written record of any complaints and their outcome.

Please use this form to summarise complaints and their outcomes, taking care to anonymise the complainant and those involved.

Source, format & date of complaint	Nature of complaint i.e., safeguarding and welfare requirement; learning and development; management	Summary of the complaint	How the complaint was dealt with	Key actions and outcomes	Date complaint resolved/ closed:

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