



Totterdown Preschool

Complaints Policy

Statement of intent.

At Totterdown Preschool 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 preschool and to any concerns about the running of it. We will give prompt and serious attention if you are dissatisfied about the way your child is being treated, or any actions or lack of action by us. 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 procedure for dealing with concerns.

Aims

We aim to bring all concerns about the running of Totterdown Preschool to a satisfactory conclusion for all parties involved.

Procedures

All Preschools are required to keep a “*summary log*” of all complaints that reach stage 2. This is to be made available to all parents as well as to Ofsted inspectors.

Making a complaint

Stage 1

- Any parent who has a concern about an aspect of the Preschool's provision talks over, first all, his/ her concerns with the Preschool 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 should put the concerns or complaint in writing.
- For parents not comfortable with making written complaints, there is a template form for recording complaints.
- The setting stores written complaints from parents in the child's personal file. However, if the complaint involves a detailed investigation, the Preschool 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, the manager and deputy meet with the parents to discuss the outcome, and an agreed written discussion of the conversation will be signed by both parties.
- A written complaint will be investigated and the results of this investigation will be made available to the parent within 28 working days of the complaint being received.
- When the complaint is resolved at this stage, the summative points are logged in the Complaints Summary Record

Stage 3

- If the parent is not satisfied with the outcome of the investigation, he or she requests a meeting with the Preschool Manager and the Owners/Directors. The parent should have a friend or partner present if required and the Manager and Deputy would both attend, as may a representative from our HR department.
- Advice may be sought on both sides from outside agencies.
- An agreed written record of the discussion is 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.
- This signed record signifies that the procedure has concluded. When the complaint is resolved at this stage, the summative points are logged in the Complaints Summary Record

Stage 4

- If at the Stage 3 meeting the parent and preschool 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 preschool personnel (Preschool Manager and Directors) 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, the Preschool Manager and the Directors 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.
- Findings are reported to OFSTED, Surrey County Council Early Years Department and the Local Safeguarding Children Board.

Parents and Totterdown Preschool may approach OFSTED directly at any stage of this complaints procedure. In addition, where there seems to be a possible breach of Totterdown Preschool's registration requirements, it is essential to involve OFSTED.

Please see attached a copy of the Formal Complaints Form. If you do require the form please ask the manager of Totterdown Preschool for one.

Agreed by Claire Childs and Shamira Lumsden

Review on August 2021

STAFF ACKNOWLEDGEMENTS

I have read this policy and will adhere to it in future practice:



Totterdown Preschool

Formal Complaint Form

Name:

Address:

Telephone No: Day:

Evening:

What is it you want to complain about?

Have you complained to the Manager? YES NO

When did you do this? Date:

What happened when you complained to the Manager?



Totterdown Preschool Complaint Summary Log

Date	Childs Name	Name of Person making the complaint	Nature of complaint	Action taken.	Stage of complaint	Outcome and Conclusion