



Complaints Policy 3

Date Created:

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

Methods

We operate the following complaints procedures for dealing with complaints against our setting. We will investigate all written complaints, including those relating to the Early Years Foundation Stage requirements, and notify complainants of the outcome of the investigation within 28 days of having received the complaint.

We also keep a complaint form all complaints received, action taken and the outcomes. Thus, when completing this record, we will bear in mind the need for appropriate confidentiality. This log is stored in a file in the Manager's office and an electronic copy will be retained on our central system.

Making a complaint about practice or procedures within the Kindergarten setting

Stage 1

- Any person, parent or other, who has a concern about an aspect of the setting's provision talks over, first of all, his/her worries and anxieties with the Kindergarten Lead/deputy or their child's key person.
- Most concerns 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 person / parent moves to Stage 2 of the procedure by putting the concerns or complaint in writing to the Kindergarten leader.
- The setting stores written complaints from parents in a confidential file. However, if the complaint involves a detailed investigation, the Kindergarten leader may wish to store all

information relating to the investigation in a separate file designated for this complaint. All other complaints will be stored in a separate appropriate file.

- The setting will investigate all written complaints and will record the process that was taken to ensure the complaint was fully investigated, e.g. interviews, reviews of records; who was involved in the investigation; any referrals made to an external agency (e.g. local authority environmental health department or social services).
- Details of the outcome of the investigation will include, any action(s) identified by the setting; any action set or taken by Ofsted; any action taken by another external agency, where permission to do so has been given; the outcome of the investigation, identifying any areas where it is felt improvements to the setting could be made; if a member of staff was dismissed following the investigation (and under what circumstances) [if this was due to the fact they placed a child at risk of significant harm, they may need to be referred onto the Independent Safeguarding Authority's barred list – advice can be sought from the ISA and Ofsted].
- When the investigation into the complaint is completed, the Kindergarten leader meets with the complainant to discuss the outcome where appropriate. A separate letter to the person / parent who made the complaint giving more detail may also be issued, if requested or we think it is appropriate.
- When the complaint is resolved at this stage, the summative points are logged in the complaints form and filed in the Complaints folder.

Stage 3

- If the person/parent is not satisfied with the outcome of the investigation, he or she can escalate the complaint to the next stage. This will involve a meeting with the Manager. They may have a friend or relative present if they wish.
- 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 meeting would be an opportunity for the complaint to be resolved. When the complaint is resolved at this stage, the summative points are logged on the complaints form and filed in the Complaints folder and the outcome will be shared with the parent.

Stage 4

- If at the Stage 3 meeting the person/parent and setting cannot reach agreement, then a second meeting will be arranged between the 2nd Operations Manager and the person/parent. At this meeting the issue raised, and the actions taken to date will be reviewed and an attempt to resolve any outstanding issues will be made. When the complaint is resolved at this stage, the summative points are logged in the Complaints form and filed in the Complaints folder. The outcome will be communicated with the parent.

Stage 5

- If at the stage 4 meeting the issues remain unresolved and as a final stage, the complaint will be escalated to the final stage 5. The parent can put their complaint to both Managers involved.
- The Managers will review all of the information pertaining to the complaint and will investigate the complaint and where appropriate arrange to meet with the parent. They will then respond in writing with an outcome and confirm the actions to be taken. This record signifies that the procedure has concluded.

During the complaints process:

- Parents may approach Ofsted directly at any stage of this complaint 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 Early Years Foundation Stage requirements are adhered to.
- Ofsted are: Tel. No. 0300 123 4666 or can be emailed at enquiries@ofsted.gov.uk.
- If a child appears to be at risk, our setting follows the procedures of the Area Safeguarding Children Board in our local authority.
- In these cases, both the parent and setting are informed, and the setting Manager works with Ofsted or the Area Safeguarding Children Board to ensure a proper investigation of the complaint, followed by appropriate action.
- Parents can request to see the complaints form and must request in writing via email.

Making an administrative complaint (not related to the provision of care)

Stage 1

- Any person, parent or other, who has a concern about an aspect of the administration can in the first instance raise this with the admin team via email or over the phone.
- Most concerns should be resolved amicably and informally at this stage.

Stage 2

- If this does not have a satisfactory outcome, or if the problem recurs, it moves to Stage 2 of the procedure. Our team will log details of the complaint on the complaints form and the parent may put the complaint in writing to the manager who, along with the admin team will try to resolve the issue.
- When the complaint is resolved at this stage, the summative points are logged in the complaint form and filed in the Complaints folder and the parent will be notified of the outcome.

Stage 3

- If this does not have a satisfactory outcome, then the complaint will be escalated to a Manager who will investigate the complaint, if an investigation is deemed necessary.
- When the investigation into the complaint is completed, the leader will meet (where possible) or call the complainant to discuss the outcome. A separate letter or email to the person/parent who made the complaint giving more detail may also be issued, if requested or we think it is appropriate.
- When the complaint is resolved at this stage, the summative points are logged in the Complaints form and filed in the Complaints folder.

Stage 4

- If the complainant is not satisfied with the outcome of the investigation the issue will be escalated to the managers.
- The managers will review all of the information pertaining to the complaint, will then respond in writing with an outcome and confirm the actions to be taken, if any are necessary. This record signifies that the procedure has concluded. The decision of the Managing Director is final.

During the complaints process:

- Parents may approach Ofsted directly at any stage of this complaint procedure. In addition, where there seems to be a possible breach of the setting's registration requirements.
- Ofsted are: Tel. No. 0300 123 4666 or can be emailed at enquiries@ofsted.gov.uk.
- In these cases, both the parent and setting are informed, and if required Venture Outdoor Kindergarten works with Ofsted to ensure a proper investigation of the complaint, followed by appropriate action.

Records

- A record of complaints against our setting and/or the children and/or the adults working in our setting is kept, including the date, the circumstances of the complaint and how the complaint was managed and the outcome.
- This information is recorded on the Complaints form which is available for any parent or staff member of the setting to view if requested.
- We will keep the record of concerns and complaints for at least three years.
- We must provide Ofsted, on request, with a written record of all complaints made during any specified period, and the action which was taken as a result of each complaint.

Complaints record

Date of complaint:			
A: Source of complaint			
Parent (in writing, including email) ⁵	<input type="checkbox"/>	Staff member	<input type="checkbox"/>
Parent (in person)	<input type="checkbox"/>	Anonymous	<input type="checkbox"/>
Parent (phone call)	<input type="checkbox"/>	Ofsted (include complaint number if known)	<input type="checkbox"/>
		Other (please state)	<input type="checkbox"/>
B: Nature of complaint (please tick all boxes that the complaint relates to)			
Safeguarding and promoting children's welfare	<input type="checkbox"/>	Organisation	<input type="checkbox"/>
Suitable people	<input type="checkbox"/>	Documentation	<input type="checkbox"/>
Suitable premises, environment and equipment	<input type="checkbox"/>	Learning and Development	<input type="checkbox"/>
	<input type="checkbox"/>	Compulsory Register	<input type="checkbox"/>
		Voluntary Register	<input type="checkbox"/>
Please give details of the complaint:			

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C: How it was dealt with		
Internal investigation	<input type="checkbox"/>	
Investigation by Ofsted	<input type="checkbox"/>	
Investigation by other agencies	<input type="checkbox"/>	

(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:

Parent requested copy of complaint form?	Yes/No
Complaint form shared with parent?	Yes/No
Name of recorder:	Outcome notified to parent: Yes Date:
Position: Name: Signature:	Date Completed:

Reviewed August 2021.

