

## CONCERNS AND COMPLAINTS POLICY

We believe that children and parents/carers are entitled to expect courtesy and prompt, careful attention to their needs and wishes. We anticipate that most worries or concerns will be resolved quickly by an informal approach with the appropriate member of staff. We log all worries or concerns that come in from children or parents/carers, as well as any official complaints. We immediately differentiate a worry or concern from a formal complaint by whether it has been put into writing (including via email) or not.

### PROCEDURE

#### Stage 1

- Any parent/carer who has a concern about an aspect of our setting talks it over with the relevant member of staff (or management if more appropriate)
- Most concerns should be resolved amicably at this stage, and filed in our 'Worries from Parents' folder

#### Stage 2

- If the parent/carer is not satisfied with the outcome, or if the problem recurs, the parent/carer may put the concern(s) or complaint(s) in writing. At this point, we will deal with the concern as an official complaint
- Parents/carers are informed of the appropriate channel for making a complaint in their Welcome Pack and via the Parent Information Board;
  - 1. Contact the senior member of staff on duty 01634 240530
  - 2. Contact the Setting Manager (Sally Wingham) 01634 240530 or email
  - 3. Ofsted 0300 1231231
- We complete a 'Complaint Record' which is stored in our 'Complaints' folder in a locked filing cabinet in accordance with our Confidentiality, Data Protection and Client Access to Records Policy
- Management will discuss with the parent/carer how they will be dealing with their complaint, and take any further notes as necessary. Management will commence an investigation, taking statements from staff where appropriate. All information from here on will be logged on the Complaint Record

#### Stage 3

- We will report on the outcome of the investigation within 28 days. A meeting with the parent/carer will be arranged to discuss the findings of the investigation and any action taken. Where a face to face meeting is not convenient with the parent/carer, we will use another means to report the outcome, such as via a telephone conversation, in writing, or via email

#### Stage 4

- If the parent/carer is not satisfied with the outcome of the investigation, they may request a further meeting with Management. The parent/carer may have a partner, family member or friend present if desired
- The discussion and any decisions made / action taken is logged and stored with the Complaint Record
- The signed Complaint Record signifies that the procedure has concluded

#### Stage 5

- If a satisfactory outcome for all parties cannot be reached at Stage 4, an external mediator is arranged to help settle the complaint. The mediator should be unbiased and acceptable to all parties, and be able to offer appropriate advice. A mediator has no legal powers but can help define the problem, review the action so far and suggest further ways in which it may be resolved. We may contact the Early Years Alliance or National Day Nurseries Association (NDNA) as first port of call for support with arranging this as we are members of both organisations.
- The mediator should keep all discussions confidential. He/she can hold separate meetings with us and the parent/carer if required. The mediator should keep an agreed written record of any meetings that are held and of any advice he/she gives
- When the mediator has concluded his/her investigations, a final meeting between us and the parent/carer is held. The purpose of this meeting is to reach a decision on the action to be taken. The mediator should be present at this meeting if all parties agree
- A record of this meeting, including the decision of the action to be taken is made. Everyone present signs the record and receives a copy of it. This signed record signifies that the procedure has concluded

### OFSTED

Parent/carers may approach Ofsted directly at any stage of the complaints procedure. In addition, where there seems to be a possible breach of our registration requirements, it is essential to involve Ofsted as they have a duty to ensure the Statutory Framework for the Early Years Foundation stage is adhered to. The procedure for involving Ofsted can be found on our Parent Information Board. Details of our Complaints Procedure, including how/when to contact Ofsted are given to every parent/carer in our Welcome Pack and are displayed again on our Parent Information Board.

This policy was adopted at a meeting of Clocktower Childcare Ltd held on 30<sup>th</sup> August 2019. Latest date to be reviewed: 31<sup>st</sup> August 2020.

Signed on behalf of Clocktower Childcare Ltd:

*J. Law*

*S. Wingham*

*L. Baverstock*

Jane Law, Director

Sally Wingham, Director

Lara-Jane Baverstock, Director