

# Safeguarding Children

## Making a complaint - Childcare

### Policy Statement

Mr Bee's believes 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 our setting to a satisfactory conclusion for all of the parties involved.

### Procedures

All settings are required to keep a 'summary log' of all complaints that reach stage two or beyond. This is to be made available to parents as well as to Ofsted inspectors.

#### *Making a complaint*

##### Stage 1

- Any parent who has a concern about an aspect of the setting's provision talks over, first of all, his/her concerns with the Key Person/Room or Centre Lead.
- 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 reoccurs, the parent moves to this stage of the procedure by putting the concerns or complaint in writing to the Centre Lead in the first instance, or person in charge.

- For parents who are not comfortable with making written complaints, a 'Record of Complaints' form may be completed with the Centre Lead or person in charge and signed by the parent.
- The Centre stores written complaints from parents in the child's personal file and information is to be transferred to a 'Summary of Complaints' form. However, if the complaint involves a detailed investigation, the setting leader 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 Centre Lead or person in charge will meet with the parent to discuss the outcome within 28 days. The parent is able to bring a friend for support but he/she will not be able to take an active part in discussions. If the parent decides not to attend a meeting with the Centre Lead or person in charge, a letter will be sent to the parent by the Centre Lead or person in charge.
- When the complaint is resolved at this stage, the summative points are logged in the Summary of Complaints' form.

### Stage 3

- If the parent is not satisfied with the Centre Lead's response, a complaint can be made to the Senior Early Years Professional.
- The Senior Early Years Professional will investigate the complaint and respond to the complaint within 28 days. There will be the opportunity to discuss the matter at a meeting. The parent is able to bring a friend for support but he/she will not be able to take an active part in discussions in a meeting.
- When the complaint is resolved at this stage, the summative points are logged in the Summary of Complaints' form.

### Stage 4:

- If the parent is still not satisfied, a complaint can be made to the Trustees in line with the aforementioned.
- When the complaint is resolved at this stage, the summative points are logged in the Summary of Complaints' form.

If after following the above four stages, the parent feels the issue has still not been resolved, a complaint can be made to OFSTED (see below). Please note a parent has the right to contact OFSTED at any stage in the complaint.

*The role of the Office for Standards in Education, Early Years Directorate (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 Welfare Requirements of the Early Years Foundation Stage are adhered to.
- The number to call Ofsted with regard to a complaint is 0300 123 1231.
- These details are displayed on our setting's notice board.
- If a child appears to be at risk, our setting follows the procedures of the Norfolk Safeguarding Children Board's Guide to Inter-agency Working to Safeguard and promote the Welfare of Children, a copy of which is kept in the Operational Plan Box 1.
- In these cases, both the parent and setting are informed and the Centre Lead or person in charge works with Ofsted or the Norfolk Safeguarding Children Board to ensure a proper investigation of the complaint, followed by appropriate action.

*Records*

- A record of complaints against our Centre 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.
- The outcome of all complaints is recorded in the Summary of Complaints Record which is available for parents and Ofsted inspectors on request.

**Forms:**

- Record of Complaints
- Summary of Complaints



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This policy was reviewed at a meeting of	Mr. Bee's Family Centre	name of setting
Held on	<hr/> 14 <sup>th</sup> July 2016	(date)
Date to be reviewed	<hr/> July 2018	(date)
Signed on instruction from Board of Trustees		
Name of signatory	<hr/> Jeanette Nowrung	
Role of signatory (e.g. chair/owner)	<hr/> Trustee	
Centre Lead's Signature:	<hr/>	
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