

Safeguarding Children

Making a complaint

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 centre and will give prompt and serious attention to any concerns about the running of the centre. 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 centre to a satisfactory conclusion for all of the parties involved.

Procedures

All centres 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 on request..

Making a complaint

Stage 1

- Any parent who has a concern about an aspect of the centre's provision talks over, first of all, his/her concerns with the Key Person/Room Lead, **Lead Practitioner** or Centre Lead.
- Most complaints should be resolved amicably and informally at this stage.
- **We record the issue, and how it was resolved, in the child's file.**

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 transferred to a 'Summary of Complaints' form. However, if the complaint involves a detailed investigation, the Centre Lead 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, **which is made available to Ofsted on request.**

Stage 3

- If the parent is not satisfied with the **outcome of the investigation by 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.
- 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 Summary of Complaints' form, **which is made available to Ofsted on request.**

Stage 4:

- If the parent is still not satisfied, a complaint can be made to the Board of Trustees.
- A Trustee will be nominated to investigate the complaint and respond to the complaint within 28 days.
- The decision made by the nominated Trustee is final and no further action will be taken by the organisation.
- The summative and outcomes are logged on the Summary of Complaints' form, **which is made available to Ofsted on request.**

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 **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 centre'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.
- **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 centre's notice board.
- If a child appears to be at risk, our centre 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 centre 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.
- 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/my] 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 against our Centre and/or the children and/or the adults working in our centre 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.
- Our Complaints Policy is issued to all families as part of the registration process. An e-copy is also available at www.mrbeefscentre.co.uk or upon request.
- Where parents/carers are not satisfied that their child is receiving the free entitlement in the correct way (as set out in the funding agreement and in Early Education and Childcare Statutory guidance for local authorities), a complaint can be submitted directly to the Senior Early Years Professional.

Forms:

- Record of Complaints
- Summary of Complaints

Making a complaint

This policy was reviewed at a meeting of: Mr. Bee's Family Centre

Held on: 27th February 2019

Date to be reviewed: August 2020

Signed on behalf of the Board of Trustees:

Name of signatory: Jeanette Nowrung

Role of signatory: Trustee

Centre Lead's Signature: