



## **Making a complaint policy**

Brailsford Pre-School believes that children and parent/carers are entitled to expect courtesy and prompt, careful attention to their needs and wishes. We welcome suggestions on how to improve our Pre-School and will give prompt and serious attention to any concerns about the running of Brailsford Pre-School. We anticipate that most concerns will be resolved quickly by an informal approach to the Supervisor. 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 Pre-School to a satisfactory conclusion for all of the parties involved.

### **The procedure of making a complaint**

#### Stage 1

- Any parent/carer who has a concern about an aspect of Brailsford Pre-School's provision should talk over, first of all, his/her concerns with the Supervisor.
- 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/carer should put their concern/complaint in writing to the Supervisor and the Chair of the management committee.
- Brailsford Pre-School will store written complaints from parent/carers in the child's personal file. However, if the complaint involves a detailed investigation, the Supervisor 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 Supervisor will meet with the parent/carer to discuss the outcome. This will be within 28 days of making the complaint.
- When the complaint is resolved at this stage, the summative points are logged in the Complaints Summary Record.

#### Stage 3

- If the parent/carer is not satisfied with the outcome of the investigation, he/she should request a meeting with the Supervisor and the Chair. The parent/carer should have a friend or partner present if required and the Supervisor should have the support of the chair of Brailsford Pre-School management committee present.
- An agreed written record of the discussion will be made, including any decision/action to take as a result. All of the parties present at the meeting should 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 an agreement cannot be reached at Stage 3, an external mediator (such as staff or volunteers within the Pre-school Learning Alliance) will be 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 will keep all discussions confidential. S/he may hold separate meetings with the setting personnel (the Supervisor and Chair of the management committee) and the parent/carer, if this is decided to be helpful. The mediator keeps an agreed written record of any meetings that are held and of any advice given.

#### Stage 5

- When the mediator has concluded her/his investigations, a final meeting between the parent/carer, the Supervisor and the Chair of the management committee will be held. The purpose of this meeting will be 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.

#### Records

- A record of complaints against Brailsford Pre-School and/or the children and/or the adults working in Pre-school 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 Complaints Record which is available for parent/carers and Ofsted inspectors on request.

#### The role of the other authorities

In some circumstances it may be necessary to bring in outside agencies to ensure high standards. Also parents/carers may approach Ofsted directly at any stage of the complaints procedure. Where there seems to be a possible breach of Pre-Schools registration requirements, it is essential to involve Ofsted with a duty to ensure the Safeguarding and Welfare Requirements of the Early Years Foundation Stage are adhered to.

If a child appears to be at risk, Brailsford Pre-School follows the procedures of the Local Safeguarding Children Board in our local authority. Both parents/carers and Pre-School are informed and the Supervisor works with Ofsted or the Local Safeguarding Children Board to ensure a proper investigation of the complaint, followed by appropriate action.

<i>This policy was adopted at a meeting of Brailsford Pre-School Management committee on _____ (date).</i>	
<i>Signed:</i>	<i>Chair of Brailsford Pre-School Management Committee</i>