



Martlesham Playschool, At Gorseland School, Deben Avenue,
Martlesham, IP5 3QR
Kesgrave Playschool, Millennium Jubilee Hall, Millennium Way,
Kesgrave, IP5 2EN
Tel : 01473 625986
www.playschool.martlesham.org.uk
Email : mplayschool@btinternet.com

PLEASE DO NOT REMOVE

COMPLAINTS PROCEDURE POLICY

As a member of the Pre-School Learning Alliance we aim to provide the highest quality education following the Early Years Foundation Stage curriculum and care for all our children as individuals. We welcome each individual child and family to Playschool. We provide a warm and caring environment within which all children can learn and develop as they play.

We believe children and parents are entitled to expect courtesy and prompt careful attention to their needs and wishes. Our intention is to work in partnership with parents and the community and to welcome and be open to suggestions on how to improve our group at any time.

Making concerns known

A parent or carer who is uneasy about any aspect of the group's provision should first of all talk over any worries and anxieties with the relevant playschool leader. If for any reason they do not feel able to do this they can contact the chair of the committee and/or they have access to the Compliments & Complaints Book kept in the lobby.

If the situation is not resolved within a couple of weeks or if the problem recurs the parent or carer should, if possible, put the complaint or concern in writing and request a meeting with the Play Manager and the chair of the committee. Both parents/carers and the Play Manager should have a friend or partner present if required and an agreed written record of the discussion should be made.

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 setting leader.
- Most complaints should be resolved amicably and informally at this stage.
- Any member of staff who has a concern or complaint about a parent should speak to the Play Manager who will ensure this is logged in the incident book.

Stage 2

- If this does not have a satisfactory outcome, or if the problem recurs, the parent moves to Stage 2 of the procedure by putting the concerns or complaint in writing to the setting leader and/ or chair of the management committee.
- For parents who are not comfortable with making written complaints, there is a template form for recording complaints in this file; the form may be completed with the person in charge and signed by the parent.
- The setting stores written complaints from parents in the child's personal file for at least 3 years. 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 setting leader or manager meets with the parent to discuss the outcome.
- When the complaint is resolved at this stage, the summative points are logged in the Complaints Summary Record.
- The setting will investigate all written complaints relating to the requirements and notify complainants of the outcomes of the investigation within 28 days of having received the complaint.

Stage 3

- If the parent is not satisfied with the outcome of the investigation, he or she requests a meeting with the setting leader and chair of the management committee. The parent should have a friend or partner present if required and the leader should have the support of the chairperson of the management committee, or a business manager, present.
- 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 Complaints Summary Record.

Stage 4

- If at the Stage 3 meeting the parent and setting cannot reach agreement, an external mediator is 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.
- Staff or volunteers within the Pre-school Learning Alliance are appropriate persons to be invited to act as mediators.
- The mediator keeps all discussion confidential. S/he can hold separate meetings with the setting personnel (setting leader and chair of the management committee) and the parent, if this is decided to be helpful. The mediator keeps an agreed written record of any meetings that are held and of any advice s/he gives.

Stage 5

- When the mediator has concluded her/his investigations, a final meeting between the parent, the setting leader and the chair of the management committee is held. The purpose of this meeting is 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.

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 Early Years Foundation Stage guidelines are adhered to.
- The address and telephone number of our Ofsted regional centre is:

National Business Unit, Ofsted, Piccadilly Gate, Store Street, Manchester, M1 2WD 0300 123 1231
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- 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 Local Safeguarding Children Board in our local authority.
- In these cases, both the parent and setting are informed and the setting leader works with Ofsted or the Local Safeguarding Children Board 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.
- The outcome of all complaints is recorded in the Complaints Summary Record which is available for parents and Ofsted inspectors on request.

This policy was adopted at a meeting of	Martlesham & Kesgrave Playschools	
Held on (date)		
Signed on behalf of the Management Committee		
Role of signatory (e.g. chairperson etc.)		
This policy was reviewed on		(date)