



Complaints Policy

Policy statement

We believe 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 with 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 parties involved.

Procedures

All settings are required to keep a written record of any complaints that reach stage two and above, and their outcome. 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 our setting's provision should firstly talk over his/her concerns with Eve Bradley, Nursery manager. If the Manager is not available, parents/guardians should discuss concerns with Sarah Cree, Deputy Manager.
- 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 recurs, the parent moves to this stage of the procedure by putting the concerns or complaint in writing.
- For parents who are not comfortable with making written complaints, there is a template form for recording complaints in the Complaint Investigation Record; the form may be completed by the manager or deputy and signed by the parent.
- Our setting stores all information relating to written complaints from parents in the child's personal file. However, if the complaint involves a detailed investigation, our manager 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, our manager meets with the parent to discuss the outcome.
- We inform parents of the outcome of the investigation within 28 days of him/her making the complaint in writing.
- When the complaint is resolved at this stage, we log the summative points in our Complaint Investigation Folder, which is made available to Ofsted on request.

Stage 3

- *If the parent is not satisfied with the outcome of the investigation, he or she may request a meeting with a manager or director of Halesowen enterprise ltd.* The parent may have a friend or partner present if they prefer, and our manager should have the support of the management team.
- 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, we log the summative points in our Complaint Investigation Folder.

Stage 4

- If at the stage three meeting the parent cannot reach agreement with us, we invite an external mediator 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 us to define the problem, review the action so far and suggest further ways in which it might be resolved.
- Staff within Halesowen College Enterprises are appropriate persons to be invited to act as mediators.
- The mediator keeps all discussions confidential. S/he can hold separate meetings with our staff 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 and a Manager/Director 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, Children’s Services and Skills (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 Safeguarding and Welfare Requirements of the Early Years Foundation Stage are adhered to.
- Parents can complain to Ofsted by telephone or in writing:

Ofsted National Business Unit, Piccadilly Gate, Store Street, Manchester M1 2WD

Tel: 0300 123 1231

- These details are displayed on our noticeboard.
- If a child appears to be at risk, we follow the procedures of the Dudley Safeguarding People Partnership Board (DSPPB). Notifications of a serious complaint will be reported to Ofsted, where applicable.
- In these cases, both the parent(s) and our setting are informed, and our manager will work with Ofsted or the Local Safeguarding Children Board / Local Authority Designated Officer to ensure a proper investigation of the complaint, followed by appropriate action.

Records

- A record of complaints in relation to our setting, or children or adults working in our setting, is kept for at least three years; including the date, the circumstances of the complaint and how the complaint was managed.
- The outcome of all complaints is recorded in our Complaint Investigation Record, which is available for parents and Ofsted inspectors to view on request.
- 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 setting.

The ICO can be contacted at Information Commissioner’s Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or ico.org.uk.

Reviewed / Approved	By	Date
Reviewed by	Eve Bradley	March 2021
Review date	Eve Bradley	March 2022
Website	Yes / No	No
Next Review date		March 2023

Appendix 1: Complaints Table

<p>Stage 1 Concern raised to staff member & Nursery Manager or deputy Manager verbally. Investigated & Recorded by Nursery Manager and kept in the child's file. If the complaint is not resolved, move to</p> <p style="text-align: center;">↓</p>
<p>Stage 2 Complaint put in writing or complaints form to be filled in by parent or Manager. Parents informed within 28 days of complaint being made, when the complaint is resolved. At this stage, we log the summative points in our Complaints Folder which is made available to Ofsted on request.</p> <p>If you feel the complaint is still not resolved, move to</p> <p style="text-align: center;">↓</p>
<p>Stage 3 Meeting to be arranged with a Manager & Director. A written record of the meeting will be taken. A decision or actions will be made for all parties to agree & sign to ensure complaint has been successfully concluded. Once this has been agreed we log the summative points in our Complaints Folder which is made available to Ofsted on request.</p> <p>If you feel the complaint is still not resolved, move to</p> <p style="text-align: center;">↓</p>
<p>Stage 4 If no agreement has been made at this level an external mediator is brought in to settle the complaint, this person will be acceptable to both parties and listen to both sides and offer advice. A mediator has no legal powers but can help to define, review and try and resolve.</p> <p>Staff from within Halesowen College are appropriate people to be invited in to act as mediators. All discussions with the mediator are confidential and will keep an agreed written record of meetings and advice given.</p> <p style="text-align: center;">↓</p>
<p>Stage 5 When the mediator has concluded the investigations a final meeting between the parents and a Manager and Director is held, the purpose of the meeting is to reach a decision on the action to be taken to deal with the complaint.</p> <p>The mediator's advice is used to reach this conclusion and is present at this meeting. A record of this meeting, including any decision on the action to be taken, is made. Everyone present at the meeting signs the record and receives a copy of it.</p> <p>This signed record signifies that the procedure has concluded.</p>

Appendix 2: Complaints Form

Please complete it and return it to the manager, who will acknowledge receipt of the form and explain what action will be taken.

Your Name:
Child's Name:
Your relationship to the child:
Address: Postcode: Telephone Number:
What is your concern and how has it affected you?
Are you attaching any paperwork? If so, please give details:
Have you discussed this matter with a member of staff before completing this form? If so, who did you speak to and what was the response?
What actions do you feel might resolve the problem at this stage?

Appendix 3: Complaints Record Investigation Report Form

NB: Please use in conjunction with complaints procedure which gives a detailed structure to follow.

Reference:
Name of person responding to complaint:
Name of investigator:
Name of complainant: Child's Name:
Date of complaint:
Stage of complaint:
Date of acknowledgement to complainant:
List of elements of the complaint: From analysing the complaint, note each part of the complaint that needs investigation:
Is there a safeguarding issue (child or adult?) If so, safeguarding procedure to be followed. Please attach any documents/ referrals to this form.
Is there any suspected criminal activity? If so, inform the police. Note crime number:
Note of any previous action taken:
List of witness statements from staff/ others:
List of people to be interviewed:
List of records to be checked:

List of policies, procedures and agreements to be checked:
Does this investigation need more time? If so, inform complainant. Record date and how the complainant was informed:
Summary of investigation findings:
Summary of action to be taken:
Do Ofsted/ Other agencies need to be informed? If so, record date and how they were informed:
Was a response received from Ofsted/ other agencies?
Date of written response to complainant:
Is the complaint resolved? If no, what further action needs to be taken? e.g. review action taken, carry out further investigation or progress to the next stage:
Date the complaint was closed:
Lessons learned:
What have we done well?
What do we need to improve?