

Safeguarding Children

Making a complaint

Policy statement

Our setting 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 on request.

Making a complaint

Stage 1

- We display and promote an “open door policy” statement.
- Any parent who has a concern about an aspect of the playgroup's provision talks over, first of all, his/her concerns with the staff and/or playgroup 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 must put their concerns or complaint in writing to the playgroup supervisor and the chair of the management committee.
- Our playgroup stores written complaints from parents in a locked filing cabinet.
- When the investigation into the complaint is completed, the playgroup supervisor meets with the parent to discuss the outcome. This must be done within 28 days of receiving the complaint.
- If the complaint is resolved at this stage, the summative points are logged in the Complaints Summary Record.

Stage 3

- If the parent is not satisfied with the outcome of the investigation, he or she requests a meeting with the playgroup supervisor and the chair of the management committee. The parent can have a friend or partner present if required.
- 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.
- If 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, an external mediator is invited to help to settle the complaint. 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 keeps all discussions confidential. S/he can hold separate meetings with the playgroup personnel and the parent, if this is decided to be helpful. The mediator keeps a 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 is held between the parent and the playgroup. 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.

