**Safeguarding Children**

**1.10 Making a complaint**

**EYFS key themes and commitments**

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| **A Unique Child** | **Positive Relationships** | **Enabling Environments** | **Learning and Development** |
| 1.2 Inclusive practice | 2.1 Respecting each other  2.2 Parents/Carers as partners | 3.2 Supporting every child  3.4 The wider context |  |

**Policy Statement**

Our setting believes that children and parents/carers 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 the parties involved.

**Procedures**

Our setting is required to keep a ‘summary log’ of all complaints that reach stage two or beyond. This is to be made available to parents/carers as well as to Ofsted inspectors.

*Making a complaint*

Stage 1

* Any parent/carer who has a concern about an aspect of the setting’s provision, first of all talks over their concerns with the manager.
* The setting will investigate and respond to a complaint within 28 days.
* 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 parents/carers move to this stage of the procedure by putting the concerns or complaint in writing to the chairperson of the Committee.
* All written complaints are stored in a confidential file.
* When the investigation into the complaint is complete, the manager and chairperson meet with the parents/carers to discuss the outcome, a record of which is kept with the complaint.

*Stage 3*

* If the parents/carers are not satisfied with the outcome of the investigation, they request a meeting with the manager and chairperson of the Committee. The parents/carers should have a friend or partner present if required and the manager should have the support of the chairperson of the Committee.
* 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 at the meeting sign the record and receive a copy of it.

*Stage 4*

* If at the stage 3 meeting the parents/carers and setting cannot reach an 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.
* The mediator keeps all discussions confidential. They can hold separate meetings with the setting and the parents/carers if this is decided to be helpful. The mediator keeps an agreed written record of any meetings that are held and of any advice they give.

*Stage 5*

* When the mediator has concluded their investigations, a final meeting between the parents/carers and the setting 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 the parties think this will help a decision to be reached.
* A record of this meeting, including the decision on 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.
* Parents/carers 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 Welfare Requirements of the Early Years Foundation Stage are adhered to.
* The number to call Ofsted with regard to a complaint is:

0300 123 1231

* These details are displayed on the setting’s noticeboard.
* If a child appears to be at risk, our setting follows the BSCB procedures.
* In these cases, both the parents/carers and setting are informed and the manager works with Ofsted or BSCB 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 Summary Complaints Record which is available for parents/carers and Ofsted inspectors on request.

This policy was adopted at a meeting held on 13.5.13

Signed on behalf of the Committee by Louise Sayer (Chairperson)

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| Review date  Amendments | 19.5.14 HH | 13.3.15 HH | 9.3.16 HH |  |