



BUSY BEE BY THE BRIDGE NURSERY SCHOOL

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 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 parties involved.

EYFS key themes and commitments

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

Procedures

All settings are required to keep a Complaints Book and a log of all complaints that reach stage two or beyond. This is to be made available to parents as well as Ofsted inspectors.

Making a Complaint

Stage 1.

- Any parent who has a concern about any aspect of the setting's provision should talk over his/her concerns with the setting manager.
- 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 should move to the next stage by putting the concerns or complaint in writing to the setting manager and the provider.
- When the investigation into the complaint is completed, the setting manager will meet with the parent to discuss the outcome.

- When the complaint is resolved at this stage, the summative points are logged in the Complaints record book.

Stage 3.

- If the parent is not satisfied with the outcome of the investigation, he/she may request a meeting with the manager and the provider. The parent should have a friend or partner present if required and the manager should have the support of the provider.
- 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 will sign the record and receive copies 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 book

Stage 4.

- If at stage 3 meeting the parent and setting cannot reach agreement, an external mediator will be invited 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 it 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 and can hold separate meetings with the setting personnel 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 that she/he gives.

Stage 5.

- When the mediator has concluded investigations, a final meeting between the parent and the setting manager and provider 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 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.

Contacting Ofsted

Parents may approach Ofsted directly at any stage of this complaint procedure. In addition, where there seems to have been 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 that the Welfare Requirements of the Early Years Foundation Stage are adhered to.

Email address for ofsted: enquiries@ofsted.gov.uk

The address for Ofsted is: **20-32 Store St
Manchester
M1 2WD**

The telephone number is: **03001231231/03001234666**

These details are displayed on the setting's notice board.

Complaints involving Safeguarding .

- If a child appears to be at risk, our setting follows the procedures of the Local Safeguarding Children Board in Wandsworth.
- In complaints related to these above cases, both the parent and setting are informed and the setting manager works with Ofsted or the Wandsworth 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 children and/or the adults working in our setting are 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 record book which is available to parents and Ofsted inspectors on request.