



Lilly Brook Pre School Complaints Policy

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Reviewed

When	First Review	Approval	Published
25/04/2021	JWilson	JLindow	



Policy

We believe 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 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 the parties involved.

Lilly Brook Pre School is required to keep a written record of any complaints.

There are 5 stages to our complaint procedure

Stage 1 – Verbal Complaint

Verbal complaint to keyworker or staff on gate (once all other parents are clear of the gate in line with our behaviour policy).

Any parent who has a concern about an aspect of our setting's provision talks over his/her concerns with our keyworker first. 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.

If stage 1 does not have a satisfactory outcome, or if the problem recurs, the complaint moves to stage 2 by putting the concerns or complaint in writing.

Stage 2 – Written complaint

Once a written complaint is made The manager or deputy manager will do an investigation.

For parents who are not comfortable with making written complaints, the manager will be happy to sit with the parents in a meeting and discuss the complaint to make a formal written record which parents then sign to agree the nature of the complaint. Parents can request a complaint meeting for this purpose by emailing:

lillybrookchildcare@outlook.com

Please write in the Subject: Complaint stage 2 meeting request (date) (child initials)

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, the 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, the 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.

When the complaint is resolved at this stage, we record the Complaint Investigation Record, which is made available to Ofsted on request.



Stage 3 –Director review

If the parent is not satisfied with the outcome of the investigation, he or she requests a meeting with our manager and owner. This can be done by emailing

lillybrookchildcare@outlook.com

Please write Subject header - Complaint stage 3 Director review (date) (child initials)

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 be taken as a result. All the parties present at the meeting sign the record and receive a copy of it. This signed record signifies the procedure has concluded. When the complaint is resolved at this stage, we log the summative points in our Complaint Investigation Record.

Stage 4 – External Mediation

If at the stage three meeting the parent cannot reach agreement with us we invite an external mediator to help to settle the complaint.

Anna Baker: Complaints Mediator

Email Contact: complaintsmediationsanna@outlook.com

Subject: Stage 4 complaints mediation request

Anna Baker works for a company in childcare externally to Lilly Brook and will be available to listen to both sides and offer advice at a scheduled time agreeable by all parties via video conference calling or in person at a meeting.

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. The mediator keeps all discussions confidential. She 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 held and of any advice she gives. Anna may hold meetings with individual Staff and has the power to investigate all previous investigations by both management and directors as an outside agency.

Stage 5 - Conclusions

When the mediator has concluded her/his investigations, a final meeting between the parent and our manager and owner 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 at the meeting signs the record and receives a copy of it. This signed record signifies 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 complaint's 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. Registration requirements can be found online

Parents can complain to Ofsted by telephone or in writing at:

Tel: 0300 123 4666

enquiries@ofsted.gov.uk

These details are displayed on our notice board.

If a child appears to be at risk, we follow the procedures of the Local Safeguarding Children Board.

In these cases, both the parent and our setting are informed and our manager works with Ofsted or the Local Safeguarding Children Board to ensure a proper investigation of the complaint is undertaken, followed by appropriate actions.

Records

A record of complaints in relation to our setting, or the children or the 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.