

# **Rougham Acorns Pre-school and Woodlands Extended Care**

## **Complaints procedure**

Rougham Acorns and Woodlands believe that the children and parents/carers are entitled to expect courtesy, prompt, and careful attention to their needs and wishes. We welcome suggestions on how we can improve our provision and will give serious attention to any concerns about the running of the group. 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.

### **Aim**

We will bring all concerns about the running of Rougham Acorns and Woodlands to a satisfactory conclusion for all parties involved.

### **Methods**

To achieve this, we operate the following complaints procedures. All complaints that reach stage 2 or beyond will be recorded in the Complaints Summary Record. This will be kept in the locked filing box at the setting. It is available to parents/carers and to Ofsted inspectors upon request.

### **Making a complaint**

#### **Stage 1**

Any parent/carer who has a concern about any aspect of our provision should in the first instance talk to the Manager about his/her worries and anxieties. Most complaints should be resolved amicably and informally at this stage.

#### **Stage 2**

If this does not have a satisfactory outcome, or the problem recurs, the parent/carer should move on to stage 2 of this procedure, by putting their concerns or complaint in writing to the Play Leader and the Chair of the Committee. Relevant names, dates, evidence and any other important information on the nature of the complaint should be included. We will acknowledge receipt of the complaint within three working days. A full investigation will be undertaken, usually by the Chair and Play Leader/manager. We will share an account of our findings of the investigation and the action, if any that has been taken or we intend to implement as a result of our investigations, with the parents/carers who made the complaint. This will be at a meeting convenient to all parties and will be within 28 days of the complaint being made. If the parents/carers request it or we think it is appropriate we will send a separate letter providing more detail.

#### **Stage 3**

If at the stage 2 meeting the parents/carers and the setting are unable to reach an agreement, an external mediator will be invited to help settle the complaint. This person

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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.

Staff or volunteers within the Pre-school Learning Alliance are appropriate persons to be invited to act as mediators.

The mediator keeps all discussions confidential. They can hold separate meetings with the setting's personnel and the parent/carer, if this is decided to be helpful. The mediator keeps an agreed account of any meetings that are held and of any advice they give. When the mediator has concluded their investigations, a final meeting between the parent/carer, play leader/manager, and chair of the committee 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 is present at the meeting if all parties believe this will help a decision to be reached. A record of this meeting, including 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. Any complaint received by Rougham Acorns and Woodlands, which relates to The National Standards will be reported to Ofsted in writing.

The role of the office for Standards in Education, Early Years Directorate (Ofsted) and the Local Safeguarding Children Board.

Parents /carers may approach Ofsted at any stage of this complaints procedure. In addition, where there seems to be possible breach of our registration requirements, it is essential to involve Ofsted as the registering and inspection body, with a duty to ensure The National Standards for the day care are adhered to. The address and telephone number of our Ofsted regional centre are:

OFSTED  
Piccadilly Gate  
Store Street  
Manchester  
M1 2WD  
The general telephone no is: 03001231231  
Email: [enquires@ofsted.gov.uk](mailto:enquires@ofsted.gov.uk)

If a child appears to be at risk, Rougham Acorns and Woodlands will follow the procedures as set out within our Safeguarding children policy. The playleader/manager will work with Ofsted and our local Safeguarding Children Board in any subsequent investigation followed by an appropriate action.

### **Records**

A record of complaints against our setting which involve one or more of The National Standards will be kept. These will include the date, the circumstances of the complaint and how the complaint was managed. This is available to all Parents/carers and Ofsted inspectors on request. These records do not detail the identity of any adults or children involved in the complaint for reasons of confidentiality. All complaints records must be kept by the setting for 10 years.

# Rougham Acorns Pre-school and Woodlands Extended Care

This Policy will be reviewed annually      Next Review date.....

This policy was adopted on .....

Signed.....Chair

Signed.....Manager