

Willoughby Way, Winklebury, Basingstoke, Hampshire, RG23 8AF

Ofsted URN:

Charity Number: 1162991

Making a Complaint Policy

Policy Statement

W.I.S.P.S 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 Pre-School and will give prompt and serious attention to any concerns about the running of the Pre-School. W.I.S.P.S anticipates most concerns will be resolved quickly by an informal approach to the appropriate employee. If this does not achieve the desired result, we have set procedures for dealing with concerns. W.I.S.P.S aim to bring all concerns about the running of the Pre-School to a satisfactory conclusion for all the parties involved.

EYFS Key Themes and Commitments

A Unique Child	Positive Relationships	Enabling Environments	Learning and Development
Inclusive practice	Respecting each other Parents as partners	Supporting every child The wider context	

Procedures

W.I.S.P.S is required to keep a 'summary log' of all complaints that reach stage two or beyond. This is made available to parents as well as Ofsted inspectors. A full procedure is set out in the Pre-School Learning Alliance publication *Summary Complaints Record* which acts as the 'summary log' for this purpose.

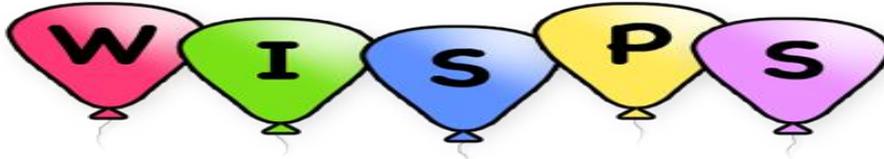
Making a complaint

Stage I

- Any parent/carer who has a concern about an aspect of the Pre-Schools provision should first of all talk over their concerns with the Setting Manager: **Toni Nocella**.
- Most complaints should be resolved amicably and informally at this stage.

Stage 2

- If there was not a satisfactory outcome, or the problem recurs, the parent/carer must put their concerns/complaint in writing to the Setting Managers and the Trustees.



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- Parents who are uncomfortable with writing are able to obtain a template form for recording complaints in the above-named publication; the form may be completed with the Setting Manager and be signed by the parent/carer.
- W.I.S.P.S will store written complaints from parents in the child's personal file. However, if the complaint involves a detailed investigation, the Setting Manager may wish to store all information relating to the investigation in a separate file designated for this complaint.
- Once the investigation is complete, the Setting Manager will meet with the parents to discuss the outcome.
- When the complaint is resolved at this stage, the summative points are logged in the Complaints Summary Record.

Stage 3

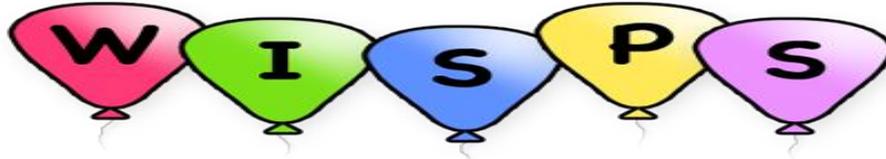
- Should a parent/carer not be satisfied with the investigation outcome, he/she may request a meeting with the Setting Manager and the Trustees. The parent/carer should have a friend or partner present if required. **The meeting should be minuted.**
- An agreed written record signifies that the procedure has concluded. When the complaint is resolved at this stage, the summative points are logged in the Complaints Summary Record.

Stage 4

- If at the stage 3 meeting the parent/carer and W.I.S.P.S can-not reach agreement, an external mediator is invited to help to settle the complaint. The mediator 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.
- Employees or volunteers within the Pre-school Learning Alliance are appropriate persons to be invited to act as mediators.
- The mediator keeps all discussions confidential. S/he can hold separate meetings with W.I.S.P.S personnel and the parent/carer, if this is decided to be helpful. The mediator keeps an agreed written record of any meetings that are held and of any advice given.

Stage 5

- Once the mediator has concluded their investigation, a final meeting between parent/carers and the Setting Manager/Trustees 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 can be**



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present at this meeting if all parties feel this will help a decision to be reached.

- A record of the 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. **The signed record signifies that the procedure has concluded.**

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

- Parents/carers may approach Ofsted directly at any stage of the complaints procedure. In the addition, where there seems to be a possible breach of W.I.S.P.S registration requirements, it is essential to involve Ofsted as the registering and inspection body with a duty to ensure Welfare Requirements of the Early Years Foundation Stage are adhered to.
- The Ofsted complaints telephone number is: 0300 123 1231
- The Ofsted complaints details are displayed on W.I.S.P.S' notice board.
- If a child appears to be at risk, W.I.S.P.S follows the procedures of the Local Safeguarding Children Board in our local authority.
- In these cases, both parents/carers and W.I.S.P.S are informed and the Pre-School Manager works with Ofsted or the Local Safeguarding Children Board to ensure a proper investigation of the complaint, followed by appropriate action.

Records

- A record of complaints against W.I.S.P.S and/or the children and/or W.I.S.P.S employees 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 upon request.

Other useful Pre-School Learning Alliance publication

Summary Complaints Record (2006)