

COMPLAINTS POLICY AND PROCEDURE

INTRODUCTION

Pegasus Childcare Centre aims to provide the highest quality care, play and education for children attending the Childcare Centre by holding the principles of the Helping Children Achieve More at the heart of its work. We will endeavour to ensure that children are happy during their time at Pegasus and that parents and carers are pleased and satisfied with the quality of the Childcare Centre. Pegasus will listen and take seriously any concerns or issues raised by parents and take appropriate steps to resolve any problems.

Pegasus has written this policy to ensure that best practice and procedures are carried out at the Childcare Centre. This policy complies with the legal requirements of the Early Years Foundation Stage statutory framework.

We welcome suggestions for improvement for our setting and we will give prompt and serious attention to any concerns about the setting.

It is the hope of Pegasus Childcare centre that all concerns will reach a satisfactory conclusion for all. To help us to achieve that outcome the following procedure will be followed.

IMPLEMENTATION

Pegasus members of staff will be responsible for managing complaints on a day to day basis. If a complaint is made against a member of staff or key worker, the Childcare Centre Manager or Chairperson of the Management Committee will conduct the investigation. All complaints made to staff will be recorded in detail in the Incident Record Folder using an Incident Log Report Sheet.

This policy constitutes the Childcare Centre's formal Complaints Procedure and will be available from the Childcare Centre Manager upon request.

STAGE 1

The Childcare Centre is committed to an open-door policy with parents and welcomes comments about quality of the Childcare Centre and services. Any negative points will be acted upon and necessary actions agreed and carried out immediately.

In the event of a complaint by a parent or carer regarding an aspect of the Childcare Centre's work or about a member of staff, it should in most cases be possible to resolve the problem by discussing the situation with the individual concerned and coming to a mutually agreed solution. In the event that this is not the case, parents and carers are required to speak directly to the Centre Manager, or in her absence the Deputy Manager. She will seek to resolve the problem with the parent in a calm and professional manner. If the situation is not resolved to the satisfaction of the complainant, the Manager or Deputy Manager must refer the parent to our complaint’s policy and Stage Two of the procedure will come into operation.

STAGE 2

If Stage 1 procedures have failed to produce a resolution to the complainant should put the issues in writing to the Centre Manager or Chairperson using the template at Appendix 1 where possible.

We will acknowledge receipt of the complaint within three working days in writing to the complainant. The complaint will be fully investigated within 10 working days and a written reply sent to the person making the complaint. If an unforeseen delay occurs, we will advise the parent or carers of this and offer an apology and date for an expected reply and resolution.

If the Centre Manager or Chairperson believes that the issue has Child Protection implications, they will inform the designated Child Protection Officer immediately according to the procedure set out in the Child Protection Policy.

If any party involved in the complaint has good reason to believe that a criminal offence has been committed, they have a legal obligation and responsibility to contact the police.

The written response to the complaint will be sent to the parent and carer concerned and copied to all relevant members of staff implicated during the investigation. The response will include the conclusion to the full investigation and any amendments to the Childcare Centre's policies, practices or procedures to prevent the situation arising in the future.

The Childcare Centre Manager or Chairperson will offer to meet the parent or carer concerned to discuss the complaint and the Childcare Centre's investigation and conclusion.

STAGE 3

If the parent / carer is not satisfied with the outcome of the investigation, he/she should request a meeting with the Manager or Chairperson.

The complaint will be discussed and a written record of the discussion and agreed decision or action to be taken made.

All parties present at the meeting will sign and date the written record of the discussion and outcomes and receive a copy.

At all times the Childcare Centre and Management will seek to re-establish a positive and constructive relationship with the complainant.

**Making a Complaint to OFSTED**

If a parent or carer does not feel that the investigation satisfactorily answered their complaint, they can submit a complaint to OFSTED.

**OFSTED can be contacted at the following address:**

Complaints Investigation and Enforcement Team (CIE)

The national Business Unit

Ofsted

Piccadilly Gate

Store Street

Manchester

Ml 2WD

Tel: 03001231231

RECORD KEEPING AND DATA PROTECTION

Any complaints received will be kept in a Complaints Record file kept on the Childcare Centre premises and will be reviewed annually by the Centre Manager and Chairperson. All documents and letters relating to the complaint will also be kept on the record file. In compliance with the requirements of the General Data Protection Regulations, records will be securely stored and accessible only to the Centre Manager. They will be destroyed after 6 years.

ADDITIONAL INFORMATION

Any questions about this policy should be directed to the Centre manager or Chairperson.

The Complaints Procedure and above details will be in the Welcome Pack.

Parents/Carers may approach Ofsted directly at any stage of this Complaints Procedure. In addition, where it is deemed that there is a breach of the setting's registration requirements, it is essential to involve Ofsted, as the registering and inspection body, who has a duty to ensure the EYFS requirements are met.

If a child appears to be at risk Pegasus Childcare Centre will follow the procedure of the Local Safeguarding Children's Board. In these cases, the setting Manager will work with Ofsted and/or the Local Safeguarding Children's Board to ensure investigation of the complaint, followed by appropriate action.

All complaints against our setting and/or the children and/or the adults working in our setting will be recorded in detail in the Complaints Log, which will be made available to Parents/Carer and Ofsted Inspectors. Providers should have regard to their Confidentiality Policy when sharing complaints information with Parents/Carers.

The Manager or Chairperson is responsible for managing complaints.

**This policy was adopted on** ………… ………….

**Signed** **(Centre Manager)**

**Signed**   **(Chair)**

The Policy will be reviewed every three years.

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| **Date of Review** | **Policy Updated** | **Signed (Chair)** |
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APPENDIX 1

COMPLAINT FORM

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| --- |
| **Name and contact Details** |
| **Name of Child** |
| **Details of Complaint** (please give as much detail as you can, continue) |
| **Previous discussions about the complaint** (Please give details of any previous discussions, if any, you have had with staff at the setting regarding this complaint. Include the outcome of these discussions. |
| **How do you feel that we can put things right for you?** |

APPENDIX 2 PROCEDURAL FLOWCHART

PARENT SPEAKS TO STAFF REGARDING COMPLAINT OR CONCERN

COMPLAINT / CONCERN RESOLVED

INVESTIGATION UNDERTAKEN

LETTER OF COMPLAINT RECEIVED BY THE CENTRE MANAGER OR CHAIRPERSON OF THE MANAGEMENT COMMITTEE.

NO FURTHER ACTION

ACKNOWLDEDGEMENT OF LETTER WITHIN FIVE WORKING DAYS

LETTER OF RESPONSE WITH AN ACTION PLAN AND AN INVITATION TO MEET WITH THE CENTRE MANAGER AND / OR CHAIRPERSON

COMPLAINT RESOLVED

NO FURTHER ACTION

COMPLAINT NOT RESOLVED.

PARENTS HAVE THE RIGHT TO CONTACT OFSTED.

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Manchester

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