

SECTION COMPLAINTS

Our setting believes 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 or emergency meeting will be called to discuss any concerns regards routine, procedures etc. 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 of the parties involved.

Procedures

We are required to keep a written record of any complaints and their outcome. This is to be made available to parents, as well as to Ofsted inspectors or Local Authority on request.

Any such matters are strictly confidential and all parties involved must adhere to it.

Parents/carers must not discuss it with any other parents/carers nor share on social media.

Making a complaint

Parents/carers must be informed of the outcome of the investigation within 28 days of making the complaint/raising concerns, whether formal or not.

Stage 1

- Any parent who has a concern about any aspect of the setting's provision is encouraged to speak or email, first of all, the Manager, Deputy Manager, Owner or Early Years Advisor.
- We always ask parents/carers if they wish to proceed with Formal Complaint. If they decide not to, than Springwood will record the concerns anyway with action taken, for its own record (staff will indicate on the form wheather complaint is not formal and why parents do not want to make it formal). We still will review our current procedures regards concerns/informal complaint to check if there is a need for further improvement on the raised issue.

Any areas of further improvements will be added to Springwood development/self evaluation form (SEF) files, in writing along with action taken and any outcomes. All written records are dated and signed.
- Most complaints are usually resolved at this stage.

Stage 2

- If stage 1 does not have a satisfactory outcome, if the problem reoccurs or parents wish to proceed with formal complaint, the parent moves to stage 2, by putting the concerns or complaint in writing, using appropriate form, to the management team.
- For parents who are not comfortable with making written complaints (or need support with written language), there is a template form for recording complaints; the form may be completed with the person in charge and signed by the parent.
- Parents are welcome to bring family members or translators to read the written files before signing. Springwood will refuse entry or escort out anyone who displays not appropriate behaviour.
- The setting stores written complaints in the complaint folder. However, if the complaint involves a detailed investigation or sensitive data, the Manager/person in charge may wish to store all information relating to the investigation in a separate file designated for this complaint.

- Springwood will conduct thorough investigation. This include collecting statements, speaking with anyone who may be involved, looking through CCTV recording, checking photos taken on the day and seeking advice from Local Authority, Ofsted or Police if needed.
- When the investigation into the complaint is completed, the person in charge meets with the parent to discuss the outcome.
- When the complaint is resolved at this stage, the summative points are logged in the Complaint Form and must be signed by Parents/Carers.

Stage 3

- If at the stage 2 meeting the parent and setting cannot reach agreement, an external mediator is invited to help to settle the complaint. This person should be acceptable by 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 taken so far and suggest further ways in which it might be resolved.
- The mediator keeps all discussions confidential. She/he can hold separate meetings with the setting management 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 she/he gives.
- When the mediator has concluded investigations, a final meeting between the parent and the setting representative will take place. 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 present at the meeting signs the record and receives a copy. This signed record signifies that the procedure has concluded and outcome has been agreed.

Springwood will do everything in its power to resolve complaints promptly. We are inclusive provision and we have high respect to parents/carers wishes. However, we do recognise that sometimes the issues cannot be resolve to satisfactory standards for both parties.

As much as we would want to reach the positive outcome from the complaint, sometimes it is not possible. Parents/carers are welcome to find alternative early years provision for their children as a last resort.

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 complaints 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 statutory requirements of the Early Years Foundation Stage are met.
- Ofsted contact details: 03001231234 - These details are displayed on our setting's notice board.
- If a child appears to be at risk, our setting follows the procedures of the Local Safeguarding Children Board.
- Springwood will contact Ofsted if they suspect someone may be making a complaint.

OFSTED - 03001231234, 26-32 Store Street, Manchester M12WD, enquiries@ofsted.gov.uk

Any complaints relating to Nursery Education Grants in relation to allocations/administration of the grant please can contact:

Nursery Education Grant

<https://www.hants.gov.uk/socialcareandhealth/childrenandfamilies/childcare/payingforchildcare/freechildcare/eyefunding>

Children's Services Department

Hampshire County Council

Elizabeth II Court North

The Castle Winchester

SO23 8UG