



The Butterfly Rooms (Incorporating Woodlands) LTD

Making A Complaint – Parents/Carers

Policy Statement

The Butterfly Rooms Pre-School & Nursery believe that children and parents/carers 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 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.

Procedures

All settings are required to keep a written record of any complaints that reach stage two and above, and their outcome. This is to be made available to parents, as well as to Ofsted inspectors on request. A full procedure is set out in the Pre-school Learning Alliance publication Complaint Investigation Record (2012) which acts as the 'summary log' for this purpose.

Making a complaint

Stage 1

- Any parent/carer who has a concern about an aspect of our setting's provision talks over concerns with the room leader 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.

Stage 2

- If this does not have a satisfactory outcome, or if the problem recurs, the parent/carer moves to this stage of the procedure by putting the concerns or complaint in writing to the setting Manager.
- For parents/carers who are not comfortable with making written complaints, there is a template form for recording complaints in the Complaint Investigation Record; the form may be completed by the room leader and signed by the parent.
- All information relating to the investigation is kept in a separate file designated for this complaint.
- When the investigation into the complaint is completed, the room leader and setting Manager meet with the parent/carer to discuss the outcome.
- We inform parents/carers of the outcome of the investigation within 28 days of the complaint.
- When the complaint is resolved at this stage, we log the summative points in our Complaint Investigation Record, which is made available to Ofsted on request.

Stage 3

- If the parent/carer is not satisfied with the outcome of the investigation, they request a meeting with the Chair and setting Manager or another designated person of senior management. The parent may have a friend or partner present if they prefer.
- An agreed written record of the discussion is made, as well as any decision or action to take as a result. All the parties present at the meeting sign the record and receive a copy of it.
- This signed record signifies that the procedure has concluded. When the complaint is resolved at this stage, we log the summative points in our Complaint Investigation Record.

Stage 4

- If at the stage three meeting the parent/carer cannot reach agreement with us, we invite an external mediator to help to settle the complaint. This person should be acceptable to both parties, listen to both sides and offer advice. 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.
- Staff or volunteers within the Pre-school Learning Alliance as well as Human Resources professionals are appropriate persons to be invited to act as mediators.
- The mediator keeps all discussions confidential. They can hold separate meetings with staff 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 they give.

Stage 5

- When the mediator has concluded the investigations, a final meeting between the parent/carer, room manager, Chair and/or another designated person of senior management and setting manager 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 present at the meeting signs the record and receives a copy of it. This signed record signifies that the procedure has concluded.
The role of the Office for Standards in Education, Children's Services and Skills (Ofsted), the Local Safeguarding Children Board or local safeguarding partners and the Information Commissioner's Office
- Parents/carers may approach Ofsted directly at any stage of this 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 Safeguarding and Welfare Requirements of the Early Years Foundation Stage are adhered to.

- Parents/carers can complain to Ofsted by telephone or in writing at:
Ofsted National Business Unit, Piccadilly Gate, Store Street, Manchester M1 2WD
Tel: 0300 123 1231
- If a child appears to be at risk, we follow the procedures of the Local Safeguarding Children Board or local safeguarding partners.
- In these cases, both the parent/carer and the settings Management team work with Ofsted, the Local Safeguarding Children Board or local safeguarding partners to ensure a proper investigation of the complaint, followed by appropriate action.
- The Information Commissioner's Office (ICO) can be contacted if you have made a complaint about the way your data is being handled and remain dissatisfied after raising your concern with us. For further information about how we handle your data, please refer to the Privacy Notice given to you when you registered your child at our setting. The ICO can be contacted at Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or ico.org.uk

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.

Parents/Carers & Recording Devices

The Butterfly Rooms (Incorporating Woodlands) Ltd have a duty of care to safeguard our children and our staff.

Complainants must therefore obtain informed consent of all parties before recording conversations and meetings with any member of staff.

The Butterfly Rooms (Incorporating Woodlands) Ltd reserve the right to refuse permission for a complainant to use a recording that has been obtained covertly in the complaints process.

According to the Regulation of Investigatory Powers Act 2000 it is an offence to sell recorded conversations to third parties or make such conversations public without the participants consent in the conversation.

This policy was adopted by:

On:

Date to be reviewed:

Signed on behalf of the Management committee

Name of signatory:

The Butterfly Rooms LTD

1st September 2024

31st July 2025



Ms S Cheale