

Parent/Carer Complaint Procedure

The preschool aims to provide a safe, stimulating and caring environment. As a member of the nursery team you will work together with parents/carers to ensure that their children's needs are identified and met.

On occasions a parent/carers may be dissatisfied with an aspect of the service provided.

As a member of the team you can assist in trying to address this dissatisfaction. If a parent/carers makes a complaint the following procedure should be followed:

All settings are required to keep a summary log of all complaints that reach stage two or beyond. This is to be made available to parents as well as to Ofsted inspectors.

Making a complaint

Stage 1

- Any parent who has a concern about an aspect of the setting's provision talks over, first of all, his/her concerns with the setting leaders.
- Most complaints should be resolved amicably and informally at this stage.

Stage 2

- If this does not have a satisfactory outcome, or if the problem recurs, the parent moves to this stage of the procedure by putting the concerns or complaints in writing to the setting leader.
- We will acknowledge receipt of the complaint within two working days in writing to the complainant.
- When the investigation into the complaint is completed, the setting leader or manager meets with the parent to discuss the outcome.
- Parents will be informed of the outcome of the investigation within 28 days of making the complaint.
- When the complaint is resolved at this stage, the summative points are logged in the complaints summary record.

Stage 3

- If the parent is not satisfied with the outcome of the investigation, he or she requests a meeting with the setting manager/owner. The parent should have a friend/partner present if required and the manager should have the support of the deputy manager.
- An agreed written record of the discussion is made as well as any decision or action to take as a result. All of the parties present at the meeting sign the record and receive a copy.
- This signed record signifies that the procedure has concluded. The summative points are logged in the complaints folder.

Stage 4

- If at the stage 3 meeting the parent and setting cannot reach agreement, an external mediator is invited to help to settle the complaint. The person should be acceptable to both parties, listen to both sides and offer advice.
- The mediator keeps all discussions confidential. They can hold separate meetings with the setting personnel and parents, if this is decided to be helpful.

Stage 5

- When the mediator has concluded their investigation, a final meeting between the parent, the setting owner is held. The purpose of this meeting is to reach a decision on the action to be taken to deal with the complaint.
- Record of meeting and the decision made will be recorded in the complaints folder.

Signature of Staff:

Name of staff:

Date:

