



COMPLAINTS PROCEDURE

Effective from 1 September 2018. Latest future review date September 2019.

Written by Louise Kirby

Contents

Aim of this policy

Procedures

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The Kindergarten at St Joseph's aims to provide a high quality care and education to children and believes that children and parents / carers are entitled to expect courtesy and prompt, careful attention to their needs and wishes. We will give prompt and serious attention to any concerns, including suspicions of abuse and about how we operate. We anticipate that most concerns will be resolved quickly by an informal amicable approach to the appropriate member of staff. If this does not achieve the desired result the aim of this procedure is to enable concerns to be aired in a structured format that will support the finding of a satisfactory conclusion for all parties involved.

Procedures

To achieve this, we operate the following complaints procedure.

Stage 1

- Any parent who is uneasy about an aspect of the operation of the setting, first of all, talks over concerns with Louise. This includes any suspicions of abuse by any member of staff or volunteer except Louise herself where the matter should be drawn to the attention of the Caroline.
- In any event, it is always open to parents to notify any concern they may have about the operation of The Kindergarten directly to Ofsted at Piccadilly Gate, Store Street, Manchester M1 2WD telephone 0300 123 1231

Stage 2

- If this does not have a satisfactory outcome, or if the problem recurs, the parent / carer should put the matter in writing to Louise.
- We will identify whether the complaint relates to one or more of the Safeguarding and Welfare statutory requirements.
- Louise will investigate the complaint, involving, as appropriate, the parent / carer, other members of staff and other relevant people.

- We will provide the parent / carer with an account of the findings and of any resulting action within 28 days of the complaint being received.

All settings are required to keep a 'summary log' of all complaints that reach stage two or beyond. This is made available to parent / carers as well as to Ofsted inspectors. We will take the following actions at the conclusion of stages 2 to 5 as appropriate

- We will make a written record of the complaint, of the outcome of any investigation and of any action taken.
- We will provide a summary of our records on request to any parent or to Ofsted.

Stage 3

- If the complaint cannot be resolved satisfactorily at Stage 1 or 2, the Parent / Carer should request a meeting with Louise and another member of the management team. The Parent / Carer has the right to have a friend or partner present.
- An agreed written record of the discussion will be made. All of the parties present at the meeting will sign the record and receive a copy of it.
- This signed record will signify that the procedure has concluded. Where the complaint is resolved at this stage, the summative points are logged in the summary record.

Stage 4

- If the parent / carer is not satisfied with the outcome of the Stage 3 meeting, The Kindergarten at St Joseph's will invite an external mediator from the Local Education Authority or another appropriate organisation to help to settle the complaint. The mediator will have 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.
- The mediator will be asked to keep all discussion confidential and can hold separate meetings with personnel of The Kindergarten at St Joseph's and the Parent / Carer, if this is helpful. The mediator will keep a written record of any advice given.

Stage 5

- When the mediator has concluded investigations, a final meeting between the parent and The Kindergarten at St Joseph's will be held. The purpose of this meeting will be to reach a decision on the action to be taken to deal with the complaint. The mediator's advice will be taken into account in reaching this conclusion. The mediator may be 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, will be made. Everyone present at the meeting will sign the record and receive a copy of it. This signed record signifies that the procedure has concluded.

Any complaint that has been made either verbally or in writing and contravenes any of the Welfare or Safeguarding requirement of The Early Years Foundation Stage Framework will be notified to Ofsted at the earliest opportunity but within 14 days. Ofsted may require details of the internal investigation or may wish to carry out their own investigation.

If a child appears to be at risk, The Kindergarten at St Joseph's follows the procedures of the Surrey Safeguarding Children Board, as set out in our Safeguarding KJP1704.



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Complaints Log 2017-2018

Date	Name of Complainant	Nature of Complaint	Stage Complaint Resolved (1-5 see policy)	

This Log is kept in the office in our file marked Compliments, Concerns and Complaints