



ST CATHARINE'S UNDER FIVES COMPLAINTS PROCEDURE

Statement of intent

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. If this does not achieve the desired result, we have a set of procedures for dealing with concerns and follow child protection and safeguarding best practice.

Aim

We aim to bring all concerns about the running of our setting to a satisfactory conclusion for all of the parties involved.

Methods

To achieve this, we operate the following complaints procedure. All settings are required to keep a 'summary log' of all complaints that reach stage 2 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 worries and anxieties with the setting leader.
- 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 Stage 2 of the procedure by putting the concerns or complaint in writing to the setting leader and the chair of the management committee.
- For parents who are not comfortable with making written complaints, there is a template form for recording complaints available from playgroup the form ("Provider Complaints Record") may be completed with the person in charge and signed by the parent. (see Appendix B)
- The setting stores written complaints from parents in the child's personal file. However, if the complaint involves a detailed investigation, the setting leader may wish to store all information relating to the investigation in a separate file designated for this complaint.
- When the investigation into the complaint is completed, the setting leader or manager meets with the parent to discuss the outcome.
- 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 leader and the chair of the management committee. The parent should have a friend or partner present if required and the leader should have the support of the chairperson of the management committee present.



- 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 of it.
- This signed record signifies that the procedure has concluded. When the complaint is resolved at this stage, the summative points are logged in the Complaints Summary Record.

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. This person should be acceptable to 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 so far and suggest further ways in which it might be resolved.
- Staff within PATA are appropriate persons to be invited to act as mediators. (see Appendix C - PATA contact details)
- The mediator keeps all discussion confidential. S/he can hold separate meetings with the setting personnel (setting leader and owner/chair of the management committee) 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 s/he gives.

Stage 5

- When the mediator has concluded her/his investigations, a final meeting between the parent, the setting leader and the owner/chair of the management committee 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, Early Years Directorate (Ofsted) and the Area Safeguarding Children Committee.

- Parents may approach Ofsted directly at any stage of this complaint's 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 National Standards for Day Care are adhered to.
- The address and telephone number of our Ofsted regional centre are:
3rd Floor, Royal Exchange Buildings, St Anns Square, Manchester, M2 7LA
enquiries@ofsted.gov.uk
Complaints: 0300 123 4666
- These details are displayed on our setting's notice board.
- If a child appears to be at risk, our setting follows our child protection and safeguarding procedures (Area Safeguarding Children Committee in our local authority)
- In these cases, both the parent and setting are informed and the setting leader works with Ofsted or the LADO Area Safeguarding Children Committee to ensure a proper investigation of the complaint, followed by appropriate action.



PROCEDURE FOR AN OFFICIAL COMPLAINT AGAINST A MEMBER OF STAFF

1. VERBAL WARNING

The committee Chair interviews the member of staff. If the warning is still considered appropriate, the member of staff will be told what action should be taken to correct the conduct and reasonable time will be given to rectify matters. A record of the warning will be kept. If progress is satisfactory within the given time, the record of verbal warning on the individual's file will be destroyed.

2. WRITTEN WARNING

If further action is needed the member of staff will be interviewed as before. If the need for disciplinary action is established, a letter will be sent immediately containing a clear reprimand and giving the reasons for it. The letter will also explain what corrective action is required and that reasonable time will be given for improvement with a warning that failure to improve will result in further action being taken.

3. DISMISSAL

Finally, the member of staff will again be interviewed and if the committee Chair decides dismissal is appropriate, notice and the reasons will be given immediately.

A friend or a trade union official may accompany a member of staff at each stage including appeals. Appeals will be heard by the committee or PATA Fieldworker at any stage within 5 working days.

Instant dismissal is only possible in extreme cases of gross misconduct such as theft, fraud, ill-treatment of children, assault, malicious damage, or gross carelessness which threatens the health and safety of others. If the circumstances appear to warrant instant dismissal, then the member of staff will be suspended while investigations are made

Records

- A record of complaints against our setting and/or the children and/or the adults working in our setting is kept, including the date, the circumstances of the complaint and how the complaint was managed.
- The outcome of all complaints is recorded in the Complaints Summary Record which is available for parents and Ofsted inspectors on request.

This procedure was adopted at a meeting of St Catharine's Under Fives

Held on (date)

Signed on behalf of the Management Committee

Role of signatory