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Sacred Heart Pre-school

Heys Street  
Thornton-Cleveleys  
FY54HL

Tel: 07835711921  
EY 318019

**(28) Complaints and Compliments (EYFS – 3.74-3.76)**

**Policy statement**

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

**Procedures**

*Compliments*

We hold the belief that parents have the right to expect courteous and swift, attentive service tailored to their individual needs and preferences. Our aspiration is for parents to consistently find satisfaction in the services we offer, and we actively encourage them to express their gratitude to the relevant staff members. We document all compliments and share them with our staff, fostering a culture of recognition.

*Complaints*

We warmly embrace suggestions from parents aimed at enhancing our services. Any concerns raised by parents receive immediate and earnest attention. We handle concerns in a professional and efficient manner to ensure the well-being of all children, maintain a cooperative partnership with parents, and continually enhance the quality of our setting.

For cases where resolution isn't immediate, we have a formal process for addressing complaints. In situations related to child protection, we strictly adhere to our Safeguarding/Child Protection Policy.

*Making a complaint*

**Stage 1**

* Any parent who has a concern about an aspect of the setting's provision talks over, first of all, their concerns with their child’s key person or with a member of the management team – whichever they feel is most appropriate.
* 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 complaint in writing to the setting leader and the management team.
* The setting stores written complaints from parents in a general complaints 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.
* 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.

**Stage 3**

* If the parent is not satisfied with the outcome of the investigation, the parent moves to this stage of the procedure by putting the concerns or complaint in writing to the setting leader and the management team.
* The parent then requests a meeting with the setting manager and the chair of our committee. The parent may have a friend or partner present if they prefer and the manager should have the support of the management team.
* 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.

**Stage 4**

* If at the stage three 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.
* The mediator keeps all discussions confidential. They can hold separate meetings with the setting personnel (setting leader and chair) 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 they give.

**Stage 5**

* When the mediator has concluded her/his investigations, a final meeting between the parent, the setting leader and the chair, director or owner 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) and the Children’s Safeguarding Assurance Partnership*

* Parents 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.
* The number to call Ofsted with regard to a complaint is:

0300 123 1231

Ofsted National Business Unit. Piccadilly Gate. Store ST. Manchester. M12 2WD

* 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 authority *Children’s Safeguarding Assurance Partnership.*
* In these cases, both the parent and setting are informed and the setting leader works with Ofsted or the local authority *Children’s Safeguarding Assurance Partnership* to ensure a proper investigation of the complaint, followed by appropriate action.

*Records*

* A record of complaints in relation to our setting, or the children 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 a file, which is available for parents and Ofsted inspectors on request.

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**Policy adopted/implemented by SACRED HEART PRE-SCHOOL in:**

August 2023

**Date to be reviewed:**

August 2024

**Signed on behalf of management team:**

Chelsea Porter (Deputy) – 24/8/23