

# **COMPLAINT INVESTIGATION RECORD**

**For resolving and recording complaints**





# Information and Records

## Making a Complaint

### 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

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 Ofsted inspectors on request.

### 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 Manager.
- Most complaints should be resolved amicably and formally at this stage.

#### Stage 2

- If this does not have a satisfactory outcome, or if the problem reoccurs, the parent moves to this stage of the procedure by putting the concern or complaint in writing to the setting Manager and the management team.
- For parents who are not comfortable making written complaints, there is a template form for recording complaints in the Complaint Investigation Record; the form may be completed with the person in charge and signed by the parent.
- The setting stores written complaints from parents in the child's personal file. However, if the complaint involves a detailed investigation, the setting Manager may wish to store all information relating to the investigation in a separate file designated to the complaint.
- When the investigation into the complain is completed, the setting Manager meets with the parent to discuss the outcome.

- Parents must be informed of the outcome of the investigation with 28 days of making the complaint.
- When the complaint is resolved at this stage, the summative points are logged in the Complaint Investigation 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 and the Chair. 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 and record and receive a copy of it.
- The signed record signifies that the procedure has concluded. When the complaint is resolved at this stage, the summative points are logged in the Complaint Investigation 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 or volunteers with the Early Years Alliance are appropriate persons to be invited to act as mediators.
- The mediator keeps all discussions confidential. They can hold separate meetings with the setting personnel (Manager and Chair) and the parent, if this is deemed 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 their investigations, a final meeting between the parent, the setting Manager and the Chair 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 of the action to be taken, is made. Everyone present at the meeting signs the record and receives a copy. The signed record signifies that the procedure has concluded.

Parents may approach Ofsted at any stage of this complaint 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.

Ofsted details are displayed on our notice board.

The number to call Ofsted with regard to a complaint is: **0300 123 1231**

The number for the Local Authority Designated Officer for Allegations Management (LADO) is: **0118 9372684**

The LADO provides advice and management of allegations against members of staff and volunteers.

If a child appears to be at risk, our setting follows the procedures of Berkshire West Safeguarding Children Board (BWSCB). In these cases, both the parent and setting are informed of the setting Manager works with Ofsted or the BWSCB to ensure a proper investigation of the complaint, followed by appropriate action.