

# Bright Start Childcare, Making a complaint

Other policies this relates to:

- Zero tolerance policy
- Safeguarding and Child protection

## **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 'summary log' of all complaints . 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 Manager (Naziya Akhter).
- 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 Manager (Naziya Akhter) and the owner/directors of Bright Start.
- The setting stores written complaints from parents in the complaints 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 for this complaint.
- When the investigation into the complaint is completed, the setting manager meets with the parent to discuss the outcome.
- Parents must 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 and the owner/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, or the owner/senior manager, 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 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. 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, Children's Services and Skills (Ofsted) and the Local Safeguarding Children Board*

- 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 Welfare Requirements of the Early Years Foundation Stage are adhered to.
- At any stage of this process, parents are within their rights to approach Ofsted directly:
- [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk) or 0300 123 4666.
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- Where there is abusive, unsafe and disturbing behaviour from parents we will follow our Zero tolerance policy. Parents will be asked to leave the premises if there is abusive behaviour both verbal or physical; in certain situations enrolment will be terminated (please refer to zero tolerance policy)
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- The outcome of all complaints is recorded in the summary Complaints record file and is available for OFSTED inspectors and parents on requests.
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- If the complaint is of a safeguarding concern then the manager will follow our safeguarding and child protection policy and procedures.
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- 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 Safeguarding Children Board in our local authority.
- In these cases, both the parent and setting are informed and the setting leader works with Ofsted or the Local Safeguarding Children Board to ensure a proper investigation of the complaint, followed by appropriate action.

### *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 Record Folder which is available for parents and Ofsted inspectors on request.

If you consider that your funded place has not be provided correctly, or the terms of your contract have not been fully explained, then you should make a complaint, initially in writing to the Manager of your setting, who will either handle this directly or pass along to her senior for a response.

If you still do not get a satisfactory answer to your complaint within 4 weeks, then you may copy your complaint directly to the Nursery Owner through Nursery email- [contact@brightstartchildcare.co.uk](mailto:contact@brightstartchildcare.co.uk) and you will receive a response within 2 weeks of it being received.

If you are not satisfied you may also raise your concerns with Birmingham City Council [earlyeducation@birmingham.gov.uk](mailto:earlyeducation@birmingham.gov.uk) or 0121 675 4996/1943.

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