



We demonstrate tolerance and respect through child-led play

Complaints Procedure

Contents

1	Scope & Purpose.....	1
2	Outline.....	2



We demonstrate tolerance and respect through child-led play

Complaints Procedure

1 Scope & Purpose

1.1 This procedure aims to provide a fair and transparent complaints procedure and to facilitate anyone who wishes to express their dissatisfaction or concern about any aspect of the operation of Croft Playgroup.

1.2 The purpose of this procedure is to provide advice and guidance which can be adopted in most circumstances.

1.3 This procedure is to ensure Croft Playgroup staff know what to do in the event of a complaint being made and to provide details of the steps they need to take at all stages.

1.4 The aim of this procedure is to ensure that all complaints are dealt with fairly and, where possible, resolved in a satisfactory manner.

2 Outline

2.1 Statement of intent

Croft Playgroup 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 pre-school and will give timely and serious attention to any concerns about the running of the playgroup. 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.

2.2 Aim

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

2.3 Methods

To achieve this, we operate the following complaints procedure:

How to complain;

Stage 1

- Any parent who is uneasy about an aspect of the playgroups provision talks about, first of all, his/her worries/anxieties with Croft Playgroup's Manager or the Finance and Business Officer or Deputy Manager in her absence



We demonstrate tolerance and respect through child-led play

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 Croft Playgroup's Manager and the Chair of the Committee.
- Most complaints should be able to be resolved informally at Stage 1 or at Stage 2

Stage 3

- The parent requests a meeting with the Playgroup Manager and the Chair of the Committee or appropriate representative from the Committee. Both the parent and the leader should have a representative if required. An agreed written record of the discussion is made. All of the parties present at the meeting sign the record and receive a copy of it.
- The purpose of the meeting is to record the complaint and to plan an appropriate response/outcome.
- This signed record signifies that the procedure has concluded.

Stage 4

- If at the stage 3 meeting the parent and Playgroup cannot reach an agreement, an external mediator is invited to help 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 define the problem, review the action so far and suggest further ways in which it might be resolved.
- An HR representative from the Swindon Borough Council may be invited to support mediation.
- The mediator keeps all discussion confidential. She/he can hold separate meetings with the Playgroup personnel (Playgroup manager and Chair of the Committee) 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 she/he gives.

Stage 5

- When the mediator has concluded her/his investigations, a final meeting between the parent, the Playgroup Manager and Chair of the 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 should be present at the meeting.
- 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.

2.4 The role of the Office for Standards in Education, Early Years Directorate (Ofsted) and the Area Child Protection Committee.

Parents may approach Ofsted directly at any stage of this complaints procedure. Where there seems to be a possible breach of our registration requirements, it is essential to involve Ofsted as the registering and inspecting body with a duty to ensure the National Standards for Day Care are adhered to.

The address and telephone number of Ofsted for written complaints;



We demonstrate tolerance and respect through child-led play

Ofsted
Piccadilly Gate
Store Street
Manchester
M1 2WD

You can also telephone Ofsted on 0300 1231231.

Further information on Ofsted can be found on www.ofsted.gov.uk/contactus

These details are displayed on our Playgroup's notice board.

If a child appears to be at risk, our Playgroup follows the procedures of the Area Child Protection Committee in our local authority. In these cases, both the parent and Playgroup are informed and the Playgroup Manager works with Ofsted or the area Child Protection Committee to ensure a proper investigation of the complaint followed by appropriate action.

2.5 Records

A record of complaints against our Playgroup and/or the children and/or the adults working in our Playgroup is kept, including the date, the circumstances of the complaint and how the complaint was managed. (see appendix A)

This policy was adopted by Croft Playgroup

Signed on behalf of the Croft Playgroup

Croft Playgroup Committee

Croft Playgroup Manager

Print Name: Katherine Chan

Print Name: Michelle Barrow, Helen Dearlove

Signed.....

Signed.....

Dated.....

Dated.....

Date policy to be reviewed: September 2023 or earlier if required



We demonstrate tolerance and respect through child-led play

Appendix A

Complaints log

Date of complaint:			
A: Source of complaint			
Parent (in writing, including email) ⁵	<input type="checkbox"/>	Staff member	<input type="checkbox"/>
Parent (in person)	<input type="checkbox"/>	Anonymous	<input type="checkbox"/>
Parent (phone call)	<input type="checkbox"/>	Ofsted (include complaint number if known) _____	<input type="checkbox"/>
		Other (please state) _____	<input type="checkbox"/>
B: Nature of complaint			
(please tick all boxes that the complaint relates to)			
EY Register		Organisation	<input type="checkbox"/>
Safeguarding and promoting children's welfare	<input type="checkbox"/>	Documentation	<input type="checkbox"/>
Suitable people	<input type="checkbox"/>	Learning and Development	<input type="checkbox"/>
Suitable premises, environment and equipment	<input type="checkbox"/>	Compulsory Register	<input type="checkbox"/>
Behaviour	<input type="checkbox"/>	Voluntary Register	<input type="checkbox"/>
Please give details of the complaint:			



We demonstrate tolerance and respect through child-led play

C: How it was dealt with	
Internal investigation Investigation by Ofsted Investigation by other agencies (please state)	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Please give details of any internal investigation or attach any outcome letter from Ofsted:	
D: Actions and outcomes	
Internal actions Actions agreed with Ofsted Changes to conditions of registration Other action taken by Ofsted No action Actions imposed or agreed with other agencies	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Please give details:	
Has a copy of this record been shared with parents? Yes / No	
Name of recorder:	Outcome notified to parent: Yes (within 28 days for EY Register) ⁶ (within 20 days for Voluntary/Compulsory Register) ⁷ Date:
Position: Name: Signature:	Date Completed:



Child's Name :			
Child's DOB : We demonstrate tolerance and respect through child-led play			
Male/Female :	Ethnic Origin :	Disability Y/N :	Religion :
Date and time of concern :			
Your account of the concern : (what was said, observed, reported and by whom)			
Additional information : (your opinion, context of concern/disclosure)			
Your response : (what did you do/say following the concern)			
Your name :			
Your signature :			
Your position in Playgroup :			
Date and time of this recording :			
Action and response of Safeguarding lead/Manager			
Name:		Date:.....	