

## **COMPLAINTS AND COMPLIMENTS POLICY**

At Bierton Pre School, we believe that children and parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes. We hope that at all times, everyone will be happy with the service provided and might like to voice their appreciation to the staff concerned.

### **All compliments will be recorded and shared with staff.**

We welcome any 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 parties involved.

All Child Protection concerns or complaints should be raised as quickly as possible with the Pre School Manager, Deputy Manager or Chairperson. We have a separate Safeguarding Children & Child Protection policy, which should be referred to.

Bierton Pre School Management uses 'Best Practice Advice for School Complaints Procedures 2016' as guidance for dealing with complaints. This document can be found at [www.gov.uk/government/publications](http://www.gov.uk/government/publications)

### **Complaints Procedure**

We keep a written record of any complaints that reach stage two and above, and the outcome. The records are made available to the complainant if required.

### ***Making a Complaint***

#### **Stage 1**

- Anyone who has a concern about an aspect of the Pre School should talk it over with the Pre School Manager - **Katie Bryans** or Deputy Manager - **Nicky Elmes** as soon as possible.
- Most concerns or complaints can be resolved amicably and informally at this stage.

#### **Stage 2**

*If stage 1 does not have a satisfactory outcome, or if the problem recurs, the complainant moves to this stage of the procedure.*

- A complaint can be made in writing to the Pre School Manager or Chairperson, a complaint form is available for completion if preferred. Alternatively, complaints can be made in person or by telephone.
- Receipt of complaints will be acknowledged by the Pre School Manager or Chairperson within 5 working days.
- The setting keeps a record of complaints in the complaints file held by the Pre School Manager.
- When the investigation is completed, the Pre School Manager meets with the complainant to discuss the outcome.
- The complainant must be informed of the outcome of the investigation within 28 days of making the complaint.
- If the complaint is resolved at this stage, the details are logged in the complaints file.

#### **Stage 3**

*If the complainant is not satisfied with the outcome of the investigation we move to stage 3.*

- A meeting will be arranged for the complainant (complainants are permitted to bring another person as support if required), the Pre School Manager, the Chairperson and a record writer if necessary.

- An agreed written record of the discussion is made, as well as any decisions made of action to be taken to resolve the complaint. All parties present at the meeting sign the record and receive a copy of it.
- This signed record signifies that the procedure has concluded. All records of complaint are logged in the Complaints file.

#### Stage 4

*If at stage 3 the complainant and the setting Management team cannot reach a satisfactory agreement we move to stage 4 of the procedure.*

- An external mediator will be invited to help settle the complaint. This person/people would ideally be acceptable to both parties but ultimately the decision will be made by Bierton Pre School Committee.
- The mediator will listen to both parties, review the action so far and advise on further action to be taken to resolve the complaint.
- The mediator keeps all discussions confidential. He or she can hold separate meetings with the setting personnel (Pre School Manager and Chairperson) and the complainant if this is decided to be helpful. The mediator keeps an agreed written record of any meetings that are held and of any advice he or she gives.
- When the mediator has concluded his/her investigations, a final meeting between the complainant, the Pre School Manager and the Chairperson 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.

Parents may approach Ofsted directly at any stage of this complaints procedure. The number to call Ofsted with regard to a complaint is:

**0300 123 1231 (Monday – Friday 8am – 6pm)**

**Bierton Pre School's Ofsted Reference Number: 140842**

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

This policy was adopted by the Bierton Pre School Committee

Date: **26th June 2018**

Signed:.....

Name: **SARAH HORNE**

Role of signatory: **CHAIR PERSON**

Signed, all staff: