



Complaints procedure

Statement of intent

At Tansor Playgroup we believe 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 Tansor and will give prompt 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 or one of the Committee members. If this does not achieve the desired result, we have a set of procedures for dealing with concerns.

Aim

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

Method

To achieve this, we operate the following complaints procedure.

Making a complaint

Stage 1

- Any parent who has a concern about an aspect of the Playgroup's provision talks over, first of all, his/her concerns with the Supervisor, Mrs Rosemary Fitch.
- 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 Stage 2 of the procedure by putting the concerns or complaint in writing to the Supervisor or Chair of the Playgroup Committee.
- For parents who are not comfortable with making written complaints, a template form for recording complaints may be completed with the Supervisor and signed by the parent.
- The Playgroup stores written complaints from parents in the child's personal file. However, if the complaint involves a detailed investigation, the Supervisor 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 Supervisor or Chair of the Playgroup Committee 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 in the Complaints Book.

Stage 3

- If the parent is not satisfied with the outcome of the investigation, he or she requests a meeting with the Supervisor and the Chair of the Playgroup Committee. The parent should have a friend or partner present if required and the Supervisor should have the support of the Chairperson of the Playgroup Committee 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 3 meeting the parent and Tansor Playgroup 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 discussion confidential. He/she can hold separate meetings with the setting personnel (Supervisor and Chair of the Playgroup 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 she/he gives.

Stage 5

- When the mediator has concluded her/his investigations, a final meeting between the parent, the Supervisor and the Chair of the Playgroup 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, Early Years Directorate (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.
- The address and telephone number of our Ofsted regional centre is:

Building C, Cumberland Place Park Row, Nottingham NG1 6HJ 0115 944 9000
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- These details are displayed on the Tansor Playgroup notice board.
- If a child appears to be at risk, our Playgroup 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 Supervisor 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 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.
- The outcome of all complaints is recorded in the Complaints Summary Record which is available for parents and Ofsted inspectors on request.

This policy was adopted at a meeting of
Held on
Signed on behalf of Tansor Playgroup Committee
Role of signatory

Tansor Playgroup Committee

25th June 2008

Nicola Clayton-Bailey

Chair of Playgroup Committee

This policy was reviewed and updated on
Reviewed on behalf of Tansor Playgroup Committee
Role of reviewer

19th January 2010

Faye Betts

Jt Chair of Playgroup Committee
