



MAKING A COMPLAINT

Statutory Framework for the Early Years Foundation Stage: Section 3 – The Safeguarding and Welfare Requirements

3.74 - Providers must put in place a written procedure for dealing with concerns and complaints from parents and/or carers, and must keep a written record of any complaints, and their outcome. Childminders are not required to have a written procedure for handling complaints, but they must keep a record of any complaints they receive and their outcome. All providers must investigate written complaints relating to their fulfillment of the EYFS requirements and notify complainants of the outcome of the investigation within 28 days of having received the complaint. The record of complaints must be made available to Ofsted or the relevant childminder agency on request.

1. Policy statement

Golden Apples values all parent/carer and family feedback. We believe that children, parents and carers are entitled to expect courtesy and take every effort to offer prompt and careful attention to any concerns regarding the running of the nursery, the care the child receives or any other issue they raise. We develop strong relationships within the nursery to ensure that minor concerns are dealt with through ongoing discussions with Key Workers, Room Leaders, or Management. Where concerns cannot be resolved with appropriate action we have stringent procedures to deal with all complaints as quickly as possible

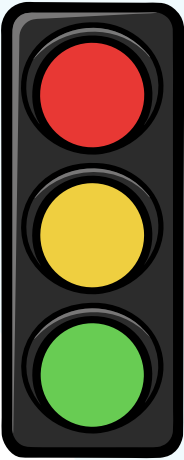
2. EYFS Overarching Principles

A Unique Child	Positive Relationship	Enabling Environments
Keep children safe Value and respect all children and families	Built on Key person relationship in early years' setting	Value all people



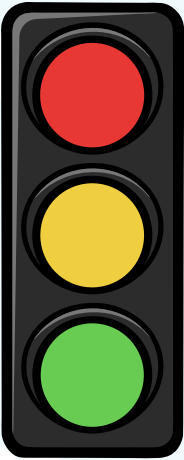
3.Procedures

Golden Apples Nursery keeps a 'summary log' of all complaints, which is made available to parents as well as Ofsted inspectors. Copies of complaints are stored in the nursery managers office.



Stage 1

- Any parent/carer who has a concern about an aspect of the setting's provision talks over, first of all, his/her concerns with the Nursery Manager and or Deputy Manager.
- Most complaints should be resolved amicably and informally at this stage.
- A green complaint is a verbal chat or discussion between a parent and the practitioner, manager or deputy manage. THIS MAY BE MINOR This should be discussed and a verbal plan made to resolve the issue.
- A short documentation of the complaint and the resolution should be made on a verbal complaint form.



Stage 2

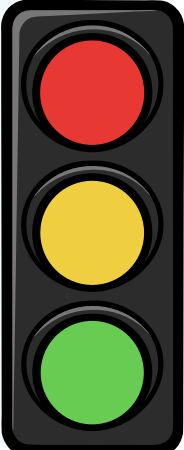
- If this does not have a satisfactory outcome, or if the problem recurs, the parent/carer moves to this stage of the procedure by putting the concerns or complaint in writing to the Nursery Manager and the Nursery Director.
- For parents/carers who are not comfortable with making written complaints, there is a template form for recording complaints; the form may be completed with the person in charge and signed by the parent/carer. These are located in the Complaints File, stored in the Nursery Managers Office
- The setting stores written complaints from parents/carers in the nursery Complaints File.
- There is a Complaints and concerns form available on the setting website
- However, if the complaint involves a detailed investigation, the Nursery Manager may wish to set up and store all information relating to the investigation in a separate file designated for this complaint whilst this is ongoing.
- When the investigation into the complaint is completed, the Nursery Manager speaks/meets with the parent/carer to discuss the outcome.
- Parents/carers must be informed of the outcome of the investigation within 20 days of making the complaint.
- When the complaint is resolved at this stage, the summative points are logged in the Complaints Record File along with the original complaint made that the parent(s).



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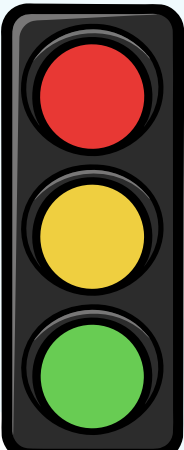
Nurturing great potential



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- AN AMBER COMPLAINT AS SHOWN IS SOMETHING THAT A PARENT FEELS HAS EITHER NOT BEEN DEALT WITH PROPERLY, HAS NOT HAD THE DESIRED RESULT OR HAS ESCALATED.
 - IT CAN HOWEVER BE A NEW COMPLAINT THAT IS OF A MORE SERIOUS NATURE
EXAMPLE 'My child is very unhappy in the nursery and does not want to come, she says no one likes her' (This may be baseless in fact, however if the child FEELS that way then steps must be taken to ensure a happy and positive experience) OR "The practitioner was RUDE to me" or "I made a complaint and nothing was done about it."
 - This complaint must be documented, and investigated including a written plan for improvement and this action plan should be agreed with the parent so that they are fully involved".
 - The nursery manager will handle this level of complaint and documentation. However, the Nursery Director will be fully informed.
 - From this point all complaints are classified as RED. At this stage the Nursery Director will be fully involved as a third party – she will oversee the documentation, statements will be taken from any persons involved and if deemed necessary interviews will also be conducted.

THE FOLLOWING LEVELS OF COMPLAINT ARE WHEN A PARENT IS NOT SATISFIED WITH THE PREVIOUS STAGES, WHERE THE PROBLEM IS ESCALATING, WHERE THE PARENT IS QUESTIONING HER CONTINUED STAY IN THE NURSERY. WHERE ANY ALLEGATION IS MADE, WHERE A SERIOUS SAFETY BREACH HAS BEEN MADE, WHERE THE NURSERY HAS NOT FOLLOWED POLICY, WHERE A PARENT HAS THREATENED OR BEEN AGGRESSIVE OR WHERE THE NURSERY MANAGER IS UNABLE TO RESOLVE THE COMPLAINT TO A SATISFACTORY RESULT.

Stage 3

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- If the parent/carer is not satisfied with the outcome of the investigation, he or she requests a meeting with the Nursery Manager and the Nursery Director
 - The parent/Carer should have a friend or partner present if required and the manager should have the support of the Nursery Director.
 - 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 Record File along with the original complaint made that the parents/carers



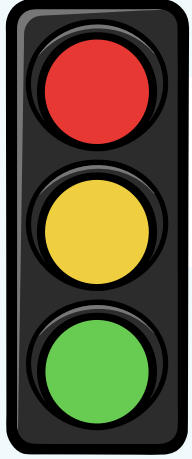
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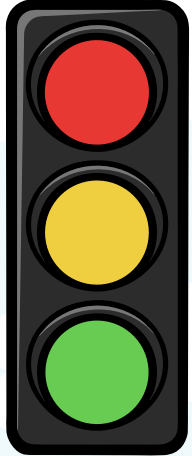
Stage 4

- If at the stage three meeting the parent/carer 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 within the Pre-school Learning Alliance are appropriate persons to be invited to act as mediators.
- The mediator keeps all discussions confidential. S/he can hold separate meetings with the setting personnel (Nursery Manager and Director) and the parent/carer, 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/carer, the Nursery manager and the Director 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. When the complaint is resolved at this stage, the summative points are logged in the Complaints Record File along with the original complaint made that the parent/carer.
- Should you wish to make a complaint to Ofsted directly, please contact 0300 123 1231 quoting the individual nurseries registration number.



All complaints should be dealt with as quickly as where practically possible.

Golden Apples Family Preschools and Day Nurseries
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