



Humpty Dumpty Pre-school

St. John's Church Hall, The Glebe, Felbridge, Surrey RH19 2QT
Registered Charity: 1017357



Surrey County Council
Early Years Quality Improvement Award

CONCERNS, COMPLIMENTS AND COMPLAINTS POLICY

Aim

Our aim is to provide high quality, safe, stimulating and consistent provision for all the children and parents who attend our setting and to bring any concerns or complaints to a satisfactory conclusion for all the parties involved.

Procedure

1. Any concerns or complaints should be discussed with the Manager, or if in the case of the complaint concerning the Manager, the Chairperson. Every effort will be made to rectify the problem at this point.
2. If this does not have a satisfactory outcome or the problem recurs, parents/carers will then be asked to put their concerns in writing to the Manager and the Chairperson.
3. At this time, the parent/carer with a witness of their choice can request a meeting with the Manager and the Chairperson. If a conclusion of the complaint is reached an agreed written record of the discussion is made and all parties present at the meeting sign and receive a copy.
4. If parents/carers and the Pre-School cannot reach an agreement, an external Mediator, who is acceptable to both parties, will be invited to listen to both sides and offer advice. A Mediator has no legal powers but can help to define the problem, review action and suggest ways of resolving the problem. The Mediator will keep all discussions confidential and, if necessary, can hold separate meetings with either party. The Mediator keeps an agreed written record of any meetings held and of any advice they may give.
5. When the Mediator has concluded their investigations, a final meeting between the parent/carer and the Manager and Chairperson is held. This meeting is to reach a decision on the action needed to conclude the complaint. The Mediator can be present at this meeting if it is felt their presence would help both parties reach an agreement. A written record of the meeting and the decision on the action needed is made. Everyone at the meeting signs the record and receives a copy to show they have reached an agreement.

Any concern or complaint will be dealt with promptly and fairly. In accordance with the Children Act Regulation, we must investigate all complaints made in writing or in electronic form from parents/carers where these relate to one or more of the welfare requirements or conditions of registration. The parent/carer who made the complaint must be provided with an account of the findings and of any action taken as a result within 28 days. A written record of the above must also be provided, on request, to parents/carers of any other child for whom we provide day care, and also to Ofsted. If a complaint has any child protection implications, the Surrey Safeguarding Children Board (SSCB) guidelines will need to be followed. (See Safeguarding Policy)



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Records of Complaints

All records of complaint will be kept confidentially in the filing cabinet for 3 years after the complaint was made or until the next Ofsted inspection. The record must include:

- The date, time and nature of the complaint
- The action taken initially
- Any action taken later
- The person responsible for investigating the complaint
- The timescale of each action taken
- A review of the effectiveness of the action taken
- Who gets a copy of the complaint record including a written record of the outcome
- How to provide Parents/Carers with the name, address and telephone number of Ofsted

Early Years Directorate (Ofsted)

Parents may approach Ofsted at any time with a complaint regarding any aspect of registered childcare provision. Where there is a possible breach of registration requirements, it is essential to involve Ofsted who are the registering and inspection body and who have a duty to ensure the National Standards for Day Care are adhered to. Ofsted will consider and look into all complaints received. Depending on the nature of the complaint it may be necessary for the Pre-School to notify Ofsted themselves. Either the Manager or Chairperson will immediately notify Ofsted verbally and then with a written report usually within 3 days of the complaint being made. If an Ofsted inspection is to take place, the Pre-School must notify all parents/carers, after which a copy of the report must be provided to all parents/carers whose children attend the setting on a regular basis. The Ofsted address and telephone number are shown on our Complaints Procedure, which can be found on our notice board.

Compliments

Our compliments book is available to parents every day and is situated on the parent's table just inside the main hall door. Staff are made aware of any verbal compliments given by parents/carers or children and any presents are shared equally among all staff unless given as a personal gift. Staff are not allowed to accept cash or expensive gifts.

This policy was adopted by Nikki Harris for Humpty Dumpty Pre-School on Wednesday 6th August 2014. It was reviewed and updated on 5th August 2017

Signed: Chairperson Date: