

**Under Fives Roundabout
Complaints Procedure
Policy No: 1.9.**

Last reviewed: November 2009

To be reviewed by: November 2010

Responsible member of staff:

Responsible member of committee:

A Unique Child	Positive Relationships	Enabling Environments	Learning and Development
1,2 Inclusive Practice	2.1 Respecting each other 2.2 Parents as partners	3.2. Supporting every child 3.4. The wider context	3.2. Supporting every child 3.4. The wider context

Complaints procedure

Statement of intent

Roundabout (preschool, playgroup and toddler group) 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 groups and will give prompt and serious attention to any concerns about the running of our groups. 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.

Aim

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

Methods

To achieve this, we operate the following complaints procedure. We keep a 'summary log' of all complaints that reach stage 2 or beyond on a Complaints Summary Record form. This is kept in the filing cabinet in the office. It is available to parents as well as to Ofsted inspectors. A blank copy of the complaints summary form is kept at the back of the Operational Plan, which is kept in the lobby.

Making a Complaint

Stage 1

Any parent who has a concern about an aspect of the Pre-School/Playgroup/Toddler Group's provision first of all talks over his/her worries and anxieties with the group leader. 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 Manager and the Chair of the Management Committee, Under Fives Roundabout, Warwick Road, Cambridge CB4 3HN.

For parents who are not comfortable with making written complaints, it may be completed with the group leader or the chair of the management committee and signed by the parent.

Written complaints from parents are stored in the child's personal file.

When the investigation into the complaint is completed, the leader meets with the parent to discuss the outcome.

When the complaint is resolved at this stage, the main points are logged in the Complaints Summary Record, which is stored in the office.

Stage 3

If the parent is not satisfied with the outcome of the investigation, he or she requests a meeting with the Manager and the chair of the management committee. The parent should have a friend or partner present if desired and the Manager should have the support of a member of the management committee.

The discussion is recorded, as well as any actions to be taken. 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 main points are logged in the Complaints Summary Record, stored in the office.

Stage 4

If at the Stage 3 meeting the parent and Pre-School 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 discussion confidential. S/he can hold separate meetings with the Pre-School personnel (Manager and chair of the management 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 s/he gives.

Stage 5

When the mediator has concluded her/his investigations, a final meeting between the parent, the Manager and the chair of the management 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.

Feedback on any complaint will be given within 28 days by letter.

Records

A record of complaints against our Groups and/or the children and/or the adults working in our Groups is kept in the office, 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 to all parents and Ofsted inspectors on request from the staff.

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. In addition, where there seems to be a possible breach of the registration requirements, it is essential to involve Ofsted as the registering and inspection body with a duty to ensure the EYFS requirements are adhered to. Contact details for Ofsted can be found below and are displayed on our Pre-School/Playgroup/Toddler Group's notice boards.

If a child appears to be at risk, our Pre-School/Playgroup/Toddler Group follows the procedures of the Local Area Safeguarding Children Committee.

In these cases, both the parent and Pre-School/Playgroup are informed and the Pre-School/Playgroup leader works with Ofsted or the Area Child Protection Committee to ensure a proper investigation of the complaint followed by appropriate action.

Useful Addresses:

The address and telephone number of OFSTED are:

OFSTED

3rd Floor, Royal Exchange Buildings

St Ann's Square Manchester M2 7LA

The helpline number is 08456 404040

The e-mail address is enquiries@ofsted.gov.uk

Roundabout's registration number is EY379489

Our Early Years Foundation Stage Adviser (EYFSA) Tamsin Bryant 07789 032984

Pre-school Learning Alliance

The Fitzpatrick Building

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N7 9AD

T. 020 7697 2500

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E. [Information Service](#)

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