



The Little Meadow Group

Making a complaint.

Issue 4

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The Little Meadow Group

Making a complaint

Policy Statement.

The Little Meadow Group believes that children and parents have a right to receive an outstanding service from all they meet at the setting. This should include courtesy and prompt attention to their needs and wishes and the right to be listened to. We also continually strive to meet the needs of all the members. However, we recognise that this is a diverse group and acknowledge that we may not always get things right and that there may be an occasion when this leaves a member upset or angry about an event. Under no circumstance would we want a member to feel that they were unable to talk to the Play Leader/ Manager or Chair or to feel uncomfortable when reporting an issue/problem or complaint. For this reason the following procedures have been put in place. We welcome any suggestions on ways to improve our setting and will explore all suggestions. Prompt and serious attention will be given to any concerns regarding the running of the setting. Whilst we would envisage many 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 raised to a satisfactory conclusion for all involved.

EYFS key themes and commitments

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	

Procedures

The Little Meadow Group has a requirement to keep a “summary log” of any complaints that cannot be resolved verbally. This log will be maintained by the Group Manager and will be made available to parents as well as Ofsted inspectors. The setting recognises there are stages a complaint may follow and has set out below the procedure to follow.



Stage 1

- Any parents who has a concern about an aspect of the setting's provision should in the first instance talk it over with the Group Manager or session leader.
- The Little Meadow Group would hope that most complaints can be resolved amicably and informally at this stage.

Stage 2

- If a satisfactory outcome cannot be resolved at stage 1 or the problem recurs, the complainant will be asked to put their comments in writing to either the Group Manager or the Chairperson of the voluntary committee.
- For parents who are uncomfortable putting their complaint in writing, the Group Manager will offer to meet with them and make a narrative of the discussion which the complainant will then be asked to sign and date.
- At this stage the Group Manager will access the complaints checklist and follow the procedure. The complainant will receive an acknowledgement within 7 days and the group Manager will carry out an investigation.
- A full response will be sent to the complainant within 14 days and the group Manager will make themselves available to discuss the outcome should the complainant wish.
- The completed checklist copies of correspondence and complaint will be retained in the complaints file.
- The complaint log at the front of the complaint file will be annotated with a summary and outcome upon reaching a mutually acceptable conclusion.
- The child's records will be annotated to show there is a complaint in process or completed.

Stage 3

- If the complainant is not satisfied with the outcome at this stage, they can request a meeting with the Group Manager and session leader or chairperson. The complainant will also be invited to bring someone with them.
- An agreed written record of the discussion is made as well as any decision or action to be taken as a result of the discussion. All parties present are to sign and receive a copy of the transcript.
- This signed transcript symbolises conclusion of the process. The Complaints summary log should be completed at this stage.

Stage 4

- If the meeting at Stage three has failed to resolve the complaint, a meeting should be arranged with an independent external mediator. The mediator should be acceptable to both parties and is there to listen to both sides and offer advice. They have no legal powers but can help define and review the problem and suggest further ways it could be resolved.
- Staff or volunteers within the setting could be acceptable mediators. Alternative the settings early years officer or buddy may be better placed.
- The mediator must keep all discussions confidential. They can choose to hold meetings with both parties individually if this is considered to be helpful. The mediator keeps an agreed written record of any meetings and any advice they may give.



Stage 5

- When the mediator has completed their investigation, all parties will be brought back together either with or without the mediator and all advice considered. The purpose of this meeting is to reach a decision on the action to be taken.
- A record of the meeting including the decision to be taken is made. Everyone present at the meeting signs the record and receives a copy. This signed record signifies the procedure has been concluded.
- The Complaints summary log should be completed at this stage.

The role of the Office for Standards in education Early years directorate (Ofsted) and the Gloucestershire Safeguarding children's board.

- Parents may approach Ofsted directly at any stage of this complaint process. In addition where there appears to be a breach of the setting's registration requirements, it is essential to involve Ofsted as the registering and inspecting body with a duty to ensure the Welfare requirements of the Early Years Foundation Stage are adhered to.
- The number to call Ofsted is 03001234234.
- The Details are up in the setting.
- If a child is at risk, the setting will follow the Gloucestershire Safeguarding children's board framework.
- In these cases, both the setting and parents are informed and the Group Manager works with Ofsted or Gloucestershire Safeguarding children's board to ensure a proper investigation of the complaint followed by the appropriate action.

Records

- A record of complaints against the little Meadow Group and/or the children and/or the adults in the setting is kept, including the date, circumstance and outcome. All relevant data will be found on a completed checklist. Appendix A
- The outcome of all complaints are recorded in the Summary complaints log at the front of the complaints file which is available on request to parents and Ofsted inspectors.



Complaints record

A :Source of Complaint			
Parent (in Writing including e-mail(<input type="checkbox"/>	Staff Member	<input type="checkbox"/>
Parent (in person)	<input type="checkbox"/>	Anonymous	<input type="checkbox"/>
Parent (phone Call)	<input type="checkbox"/>	Ofsted (include complaint number if known)	<input type="checkbox"/>
	<input type="checkbox"/>	Other (please State)	<input type="checkbox"/>
B: Nature of complaint			
(Tick all standards that the complaint relates to)			
Standard 1: Suitable person	<input type="checkbox"/>	Standard 8: Food and drink.	<input type="checkbox"/>
Standard 2: Organisation	<input type="checkbox"/>	Standard 9: Equal oppotunities	<input type="checkbox"/>
Standard 3: Care, Learning and Play.	<input type="checkbox"/>	Standard 10: Special needs	<input type="checkbox"/>
Standard 4: Physical Environment	<input type="checkbox"/>	Standard 11: Behaviour	<input type="checkbox"/>
Standard 5: Equipment	<input type="checkbox"/>	Standard 12: Working in partnership with parents & carers	<input type="checkbox"/>
Standard 6: Safety	<input type="checkbox"/>	Standard 13: Child Protection	<input type="checkbox"/>
Standard 7: Health	<input type="checkbox"/>	Standard 14: Documentation	<input type="checkbox"/>
Please give details of the complaint:			
C: How was it dealt with		Internal notification completed	
Internal investigation	<input type="checkbox"/>	Play Leader	<input type="checkbox"/> Date:
Investigation by Ofsted	<input type="checkbox"/>	Manager	<input type="checkbox"/> Date:
Investigation by another agency (please state)	<input type="checkbox"/>	Chair	<input type="checkbox"/> Date:
Details of any internal investigation or attach any outcome letter from ofsted.			

D: Actions and outcomes		
Internal actions Actions agreed with Ofsted Changes to conditions of registration No action taken by Ofsted No action Action imposed or agree with other agencies.		
Please give details:		
Has a copy of this record been shared with parents? Yes or No		
Name of recorder:	Outcome notified to parent: Within 28 days Date:	
Position: Name: Signature:	Date Completed;	