

## **COMPLAINTS PROCEDURE FOR PARENTS AND**

## **SERVICE USERS' POLICY**

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### **Complaints procedure for parents and service users**

There is a fair way of dealing with issues as they arise in an informal way, but parents may wish to exercise their right to make a formal complaint. They are informed of the procedure to do this and complaints are responded to in a timely way. The same procedures apply to agencies who may have a grievance or complaint.

### **Parents**

If a parent is unhappy about any aspect of their child's care or how he/she feels he/she has been treated, this should be discussed with the management team. The management team will listen to the parent and acknowledge what he/she is unhappy about. The management team will offer an explanation and an apology if appropriate. The issue and how it was resolved is recorded in the child's file and Complaint Investigation Record. The recording will also make clear whether the issue being raised relates to a concern about quality of the service or practice, or a complaint. For allegations relating to serious harm to a child caused by a member of staff or volunteer procedure Allegations against staff, volunteers or agency staff will be followed.

If the parent is not happy with the management team's response or wishes to complain about the management team or any other member of staff, he/she will be directed to the Nursery Head . Some parents will want to make a written complaint; others will prefer to make it verbally, in which case the nursery head writes down the main issues of the complaint using the Complaint Investigation Record and keeps it in the child's file.

The Nursery Head will investigate the complaint and provide time to feedback to the parent within 28 days. A confidential written report of the investigation is kept in the child's file if the complaint relates directly to a child.

If the parent is still not satisfied, or if the complaint is about the setting manager, the setting manager is asked to forward their complaint verbally or in writing to their line manager.

If the parent is still not satisfied, then he/she is entitled to appeal the outcome verbally or in writing to the setting manager's line manager who will pass the matter on to owners/directors/trustees for further investigation, who will respond to the parent within a further 14 days.

If the complainant believes that the matter has not been resolved and there has been a breach of the EYFS requirements they are entitled to make a complaint to Ofsted. The manager will assist in any complaint investigation as well as in producing documentation that records the steps that were taken in response to the original complaint.

The setting manager ensures that parents know they can complain to Ofsted by telephone or in writing at any time as follows:

Applications, Regulatory and Contact (ARC) Team, Ofsted, Piccadilly Gate, Store Street, Manchester M1 2WD or telephone: 0300 123 1231

The Information Commissioner's Office (ICO) can be contacted if you have made a complaint about the way your data is being handled and remain dissatisfied after raising your concern with us. For further information about how we handle your data, please refer to the Privacy Notice Policy given to you when you registered your child at our setting.

The ICO can be contacted at:

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or [www.ico.co.uk](http://www.ico.co.uk)

## **Agencies**

- If an individual from another agency wishes to make a formal complaint about a member of staff or any practice of the setting, it should be made in writing to the setting manager.
- The complaint is acknowledged in writing within 10 days of receiving it.

- The setting manager investigates the matter and meets with the individual to discuss the matter further within 28 days of the complaint being received.
- An agreement needs to be reached to resolve the matter.
- If agreement is not reached, the complainant may write to the setting manager's line manager, who acknowledges the complaint within 5 days and reports back within 14 days.
- If the complainant is not satisfied with the outcome of the investigation, they are entitled to appeal and are referred to the owners/directors/trustees.

### **Ofsted complaints record**

Legislation requires settings to keep a record of complaints and disclose these to Ofsted at inspection, or if requested by Ofsted at any other time.

The record of complaints is a summative record only.

A record of complaints will be kept for at least 3 years.

In all cases where a complaint is upheld a review will be undertaken by the owners/directors/trustees to look for ways to improve practice where it is required.

This procedure is displayed on Parent Notice Board.

### **Whistleblowing – If you have concerns about safeguarding malpractice**

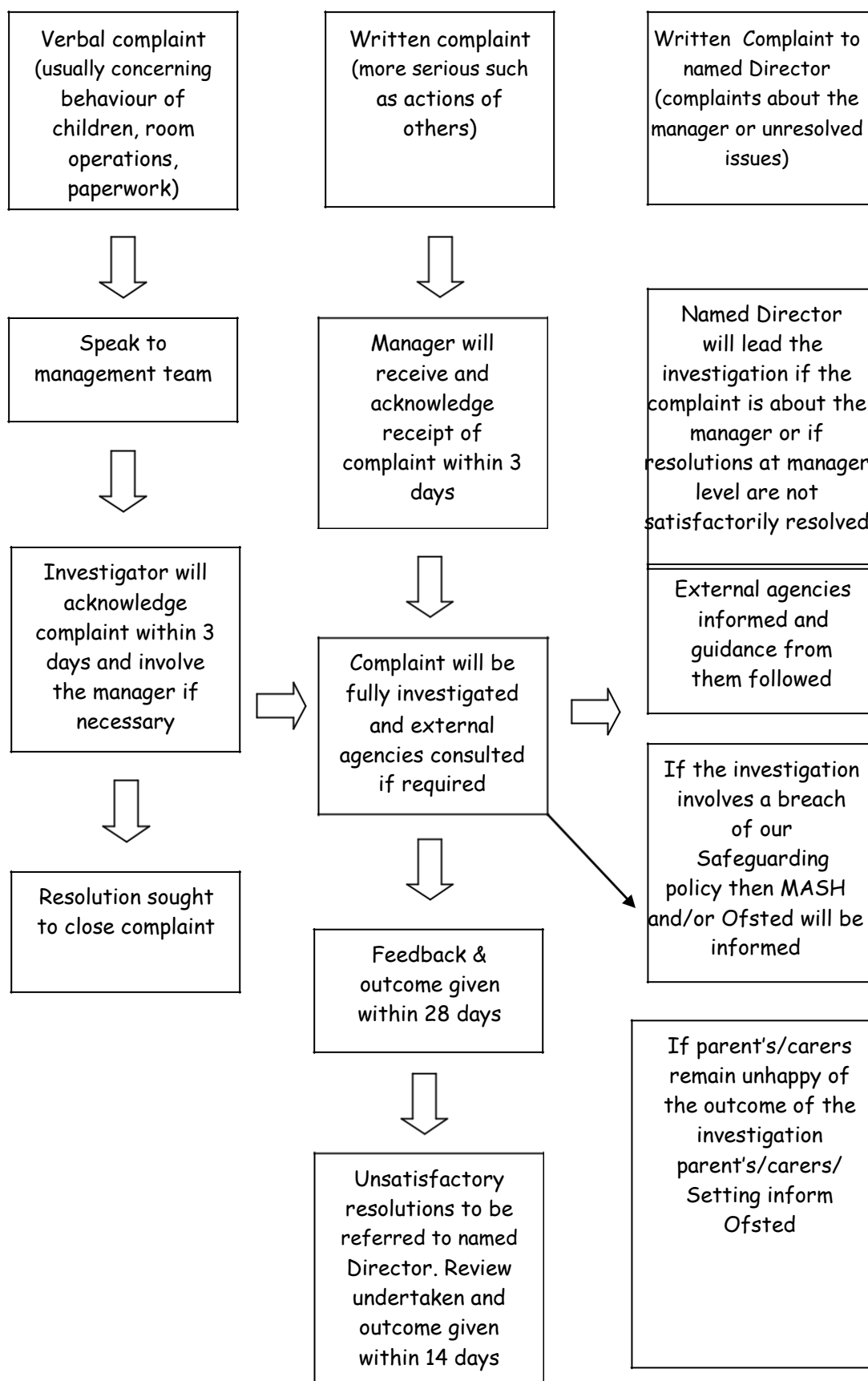
Puddleducks whistleblowing code enables staff to raise concerns or allegations in confidence and for a sensitive enquiry to take place. It is everyone's duty to share their concerns about malpractice with the DSL, Beverley Smith. If this is not possible then the next point of contact is our non-executive Director Cheryl Maskell.

*Please refer to our Whistleblowing Code for more detailed information*

This policy was reviewed September 2023. Date of next review August 2024.

## Appendix A

### Flowchart for the Complaints procedure



## Appendix B

### Record of Complaints Log

#### Source of Complaint

The EYFS Welfare Requirements places a statutory duty on all early years and childcare providers to investigate all complaints\* made in writing by the parent/carer of a child attending the setting )\*in respect of the welfare requirements only). All verbal complaints are also required to be logged.

☐ Parent in writing / by email

☐ Parent in person

☐ Parent on phone

☐ Ofsted

☐ Staff member

☐ Anonymous

☐ Other

Ofsted complaint number if known

#### Nature of Complaint

Tick all Welfare Requirements the complaint relates to.

☐ Safeguarding and promoting children's welfare

☐ Suitable people

☐ Suitable premises, environment and equipment

☐ Documentation

☐ Organisation

#### Details of the Complaint

Include specific information, such as dates and times, but NO identifying information of the complainant, children or practitioners involved. Personal information should be stored confidentially and securely separate to the log.

## How the complaint was dealt with

By whom, how and when

- ☐ Internal investigation
- ☐ Investigation by Ofsted
- ☐ Investigation by other agencies (please state) \_\_\_\_\_

Details of any internal investigations should be recorded below.  
If Ofsted has issued any outcome letter, this should be referenced and attached.

## Actions and Outcomes

- ☐ Internal actions
- ☐ Actions agreed with Ofsted
- ☐ Changes to conditions of registration
- ☐ Other action taken by Ofsted
- ☐ No action
- ☐ Actions imposed or agreed with other agencies

Details

## Review of actions

By whom, and when

## Has a copy of this record been shared with parents?

☐ Yes

☐ No (if no please state reason)

<p>Name of recorder:</p> <p>Position:</p> <p>Signature:</p>	<p>Outcome notified to parents (within 28 days for written complaints)</p> <p>Date:</p> <p>Date completed:</p>
<p>This complaint log will be available for parents to review on request and will be kept for a minimum of three years from the date of entry</p>	

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