

Safeguarding and Welfare Requirement: Information and Records

Little Explorers Forest School Nursery acknowledges, Providers must put in place a written procedure for dealing with concerns and complaints from parents and/or carers.



40.1 Making a Complaint or Raising a Concern policy

Updated: February 2024 Review: February 2025

Little Explorers Forest School Nursery Policy statement

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. We believe 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 setting and will give prompt and serious attention to any concerns about the running of the setting. We anticipate that most concerns will be resolved quickly, by an informal approach with the appropriate team member. If this does not achieve the desired result, we have a set of procedures for dealing with concerns. We aim to bring all concerns about the running of our setting to a satisfactory conclusion for all of the parties involved. We operate an open door policy where we hope aggrieved parties will speak with the setting in the first instance to resolve any misunderstandings. In all cases where a complaint is upheld a review will be undertaken by the Provider to look for ways to improve practice where it is required

Our Complaints Policy is issued to all families as part of the registration process. It is also available upon request and additionally displayed in our entrance hall on the Parent/Career information notice board.

Procedure for dealing with concerns and complaints from parents and/or carers⁽¹⁾⁽⁵⁾

If a parent and/or carer has a concern or complaint:	The nursery / member of staff's response:
<p>Stage 1. The parent/carer can</p> <ul style="list-style-type: none"> • discuss the concern or complaint with the child's Key Person. <ul style="list-style-type: none"> • If the issue is not resolved: 	<p>1. The Key Person will;</p> <ul style="list-style-type: none"> • listen, • acknowledge that they have heard the concern or complaint, • offer an explanation and an apology if appropriate, • record the issue and how it was resolved in the Complaint Investigation Record, kept in the child's file.

<p>Stage 2. The parent / carer can</p> <ul style="list-style-type: none"> • speak or write to the manager, • read and sign the investigation record. <p>• if the issue is not resolved:</p>	<p>2. The manager will⁽²⁾</p> <ul style="list-style-type: none"> • write down the main issues in the Complaint Investigation Record, kept in the child's file with any written submission from the parents, • if the complaint involves a detailed investigation, the manager may store all information relating to the investigation in a separate file designated for this complaint, • investigate the complaint, • complete the investigation and meet with the parent to discuss the outcome within 28 days⁽³⁾ • when the complaint is resolved at this stage, the summative points are logged in the Complaint Investigation Record.
<p>Stage 3. The parent/carer can</p> <ul style="list-style-type: none"> • request a meeting with the provider (Gillian Lee) and manager, • bring a friend or relative to the meeting, if required, • read, agree and sign the record of the meeting, decisions and actions to take. <p>• if the issue is not resolved:</p>	<p>3. The provider and manager will</p> <ul style="list-style-type: none"> • make a written record of the discussion, decisions and actions to take, • sign the record and give a copy to all parties present, • when the complaint is resolved at this stage, the summative points are logged in the Complaint Investigation Record.
<p>Stage 4. The parent/carer can</p> <ul style="list-style-type: none"> • request a meeting with an external mediator⁽⁴⁾, the provider and manager. <p>• meet again with the provider and, if necessary the mediator,</p> <p>• read, agree and sign the record of the meeting.</p>	<p>4. The mediator will</p> <ul style="list-style-type: none"> • listen to both sides, including, if necessary separate meetings with team members and the parents if necessary, • help define the problem, review the action so far and suggest further ways in which it might be resolved, • keep an agreed, confidential written record of any meetings that are held, • give copies of advice offered, to the manager and parent/carer. <p>The provider will</p> <ul style="list-style-type: none"> • convene a final meeting between the parent/carer, the provider and, if necessary the mediator, • use the mediator's advice to reach a decision on the action to be taken, • make and sign a record of this meeting, including the decision. <p>This signed record signifies that the procedure has concluded.</p>

Notes

(1) For allegations relating to serious harm to a child caused by a member of staff or volunteer, the procedure for **Allegations against staff, volunteers or agency staff** will be followed.

(2) 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.

(3) The written record of any complaints that reach stage two and above, are available to parents, as well as to Ofsted inspectors on request.

(4) The mediator should be acceptable to both parties. A mediator has no legal powers, but can help us 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.

(5) Where parents/carers are not satisfied that their child is receiving the free entitlement in the correct way (as set out in the funding agreement and in Early Education and Childcare Statutory guidance for local authorities), a complaint can be submitted directly to the Manager, Gillian Lee

Complaints about a provider Ofsted inspects or regulates

The first step is always to raise any issues with the school, service or provider by completing their full complaints procedure. Most issues can be resolved in this way.

We may not be able to accept your complaint if you have not done this already.

Ofsted's powers here are limited: we cannot resolve disputes between you and the provider. Our role is to make sure that the childcare provider is following all [registration requirements](#) and take action if necessary. To complain about a childcare provider, get in touch with us at enquiries@ofsted.gov.uk or 0300 123 4666.

If you complain, we will review the information you provide and decide what to do. We may carry out an immediate inspection, ask the provider to take action or work with other agencies to look at any issues.

(These details are displayed on our setting's notice board).

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 provider, Gillian Lee.
- The complaint is acknowledged in writing within 10 days of receiving it.
- The provider 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.

Child at Risk

- If a child appears to be at risk, we follow the procedures of the Children's Advice and Duty Service.
- In these cases, both the parent and our setting are informed and our manager will work with Ofsted or the Children's Advice and Duty Service to ensure a proper investigation of the complaint, followed by appropriate action.

Records

- Legislation requires settings to keep a record of complaints (Complaint Investigation Record) and disclose these to Ofsted at inspection, or if requested by Ofsted at any other time. The record of complaints, in relation to our setting, or the children or the adults working in our setting, is a summative record only. This will be kept for at least 3 years, including the date, the circumstances of the complaint, how the complaint was managed and outcomes.

Guidance:-

- Early Education and Childcare Statutory Guidance for Local Authorities (June 2018)
- Early Years Entitlements: Operation Guidance For Local Authorities and Providers (June 2018)

This policy was adopted by

On

Date to be reviewed

Signed by provider

Name of signatory

Role of signatory

Little Explorers Forest

School Nursery

25.02.2023

25.02.2024

G. Lee

Gillian Lee, B.A. Hons

Childcare Provider & Forest School Leader



Staff Signature: _____ Date: _____

Staff Signature: _____ Date: _____

Staff Signature: _____ Date: _____

Staff Signature: _____ Date: _____

Staff Signature: _____ Date: _____

Staff Signature: _____ Date: _____

Staff Signature: _____ Date: _____

Staff Signature: _____ Date: _____

[Statutory framework for the early years foundation stage, published March 2014, p.30, 31]

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 fulfilment 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.

3.75. Providers must make available to parents and/or carers details about how to contact Ofsted or the childminder agency with which the provider is registered as appropriate, if they believe the provider is not meeting the EYFS requirements. If providers become aware that they are to be inspected by Ofsted or have a quality assurance visit by the childminder agency, they must notify parents and/or carers. After an inspection by Ofsted or a quality assurance visit by their childminder agency, providers must supply a copy of the report to parents and/or carers of children attending on a regular basis.