



## COMPLAINTS PROCEDURE

### Stage 1

- Any parent / carer who has a concern about an aspect of Pre-school's provision talks over his/her worries and anxieties with the Footprints Leaders.
- Most complaints should be resolved amicably and informally at this stage.

### Stage 2

- If the matter is unresolved, or if the problem recurs, the parent / carer puts the concern or complaint in writing to the Footprints Leaders and the chair of the committee.
  - When the investigation into the complaint is completed, Footprints Leaders/ Chair of the committee will meet with the parent / carer to discuss the outcome.
  - When the complaint is resolved at this stage, the summative points are logged in the Complaints Summary Log.
- \* The written complaint must receive a response in 20 days.

### Stage 3

- If the parent /carer is not satisfied with the outcome of the investigation, he or she requests a meeting with Footprints Leaders and the chair of the committee. The parent /carer should have a friend or partner present if required.
- An agreed written record of the discussion is made, as well as any decision or action to take as a result. 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 summative points are logged in the Complaints Summary Record.

### Stage 4

- If agreement still cannot be reached, 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 Footprints personnel (Leaders and chair of the committee) and the parent / carer, 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 / carer, Footprints Leaders and the chair of the 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.

**Records** Records of complaints will be stored securely and kept for three years.

**The Role of the Office for Standards in Education, Early Years Directorate (Ofsted)**

Parents may approach Ofsted directly at any stage of this complaints procedure. In addition, where there seems to be a possible breach of our registration requirements, it is essential to involve Ofsted as the registering and inspection body with a duty to ensure the EYFS welfare requirements are met.

Ofsted contact details are as follows:

Ofsted  
 Piccadilly Gate  
 Store Street  
 Manchester  
 M1 2WD Tel: Ofsted : 0300 123 4666  
 E-mail: [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)

**SEE ALSO SAFEGUARDING CHILDREN POLICY AND PROCEDURES**

Date reviewed....9.6.2014	Signed.....
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