



## 30. Complaints

### **Applies to: All**

Our objective is to provide a high level of care at all times, in an environment that is warm and welcoming for children, Carers and staff. We hope that we will never give cause for complaint. However, if we do, then we will take it very seriously and do our utmost to resolve it fairly.

- If Carers have a concern about the care of their child or any other aspect of the functioning of the pre-school we hope that they will initially discuss it informally with their child's key person or the Pre-School manager.
- If the concern is not resolved through this method they are invited to make a formal complaint, verbally or in writing, to the Pre-School manager or Chairperson of the committee.
- All complaints will be logged and a record kept of all subsequent communications on the issue.
- If the complaint is made verbally, the Pre-School manager will respond with her understanding of the complaint within 2 business days requesting that the Carer confirm that the complaint has been understood correctly.
- If the complainant has requested confidentiality, this will be respected, although it may inhibit the effectiveness of the subsequent investigation. In a small pre-school there is also a high probability that staff will guess the identity of the complainant.
- Under no circumstances must a child be penalised as a result of a complaint made by his Carer. Nor must negative comments be made about the complainant to the child, other staff or other Carers.
- Once a clear statement of the complainant has been agreed, the Pre-School manager will investigate. This may involve interviewing staff, children and Carers. Subject to their availability, a written conclusion will normally be sent to the complainant within a further 7 days. The complainant will be invited to discuss this face-to-face with the Pre-School manager.
- If the complainant is not satisfied with the outcome of the complaint, they may request further investigation by writing to our committee Chairperson, c/o Church office, 71 Leigh Road, Wimborne, Dorset, BH21 1AE.
- If the complainant is not satisfied with the outcome of the Chairperson investigation, then they may raise a complaint with our regulator, Ofsted, by calling 0300 123 1231 (Carers may wish to note that if they are pleased with our service, Ofsted would like to hear about that as well). Alternatively, Ofsted can be contacted in writing at: OFSTED ARC team, Picadilly Gate, Store Street, Manchester, M1 2WD.

Where the complaint is one of serious misconduct towards a child, the Pre-School manager may involve external agencies such as Ofsted, Dorset Social Services or the police. We will co-operate fully with their investigation but may be prevented from giving a full response to the complainant.

Complaints by staff follow a similar procedure:

- Complaints should be addressed in writing to the Pre-School manager who will investigate them and respond in writing, offering a face-to-face interview to discuss the outcome if desired.
- If the staff member is not satisfied by the outcome of the Pre-School's manager investigation or if the complaint is about the Head of Pre-School, the staff member

should write to the Chairperson of the committee, c/o Church office, 71 Leigh Road, Wimborne, Dorset, BH21 1AE.

**Complaints record:**

The Pre-School will make a written record of the complaint/s, any action taken and outcome and provide a summary on request to any parent and OFSTED. Records will be retained for at least 3 years from the date on which the record was made.

Complaints records will include information on:

- The Welfare Requirement to which the complaint relates
- The nature of the complaint
- How the Pre-School dealt with the complaint
- Any actions the Pre-School has taken or proposes to take as a result of its findings
- Whether the parent has been provided with an account of the findings, and any action taken, within 28 days of the date on which the complaint was made.

**United Nations Convention on the Rights of the Child**

Article 11: Children have the right to say what they think should happen, when adults are making decisions that affect them, and to have opinions taken into account.