

## **Safeguarding and Welfare Requirement: Information and Records**

Providers must put in place a written procedure for dealing with concerns and complaints from parents and/or carers.

### **10.11 Making a complaint**

#### **Parent Complaints Policy and Procedure.**

Our setting believes that all children and parents/carers 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 of the running of the setting. We anticipate most concerns will be resolved quickly by an informal approach to the appropriate member of staff. If this does not have the desired effect, we have a set of procedures for dealing with concern.

All settings are required to keep a log of all complaints that reach stage 2 or beyond. This is available to all parents and Ofsted inspectors.

#### **Stage 1**

Any parent who has a concern about an aspect of the setting's provision talks it over with the setting manager. Most complaints should be resolved amicably and informally at this stage.

#### **Stage 2**

- If a satisfactory outcome was not reached or if the problem re-occurs, the parent moves onto Stage 2 and puts the concerns or complaint in writing to the manager and chair of the committee.
- The setting will store written complaints from parents in the complaints file.
- When the investigation into a complaint is completed, the manager will meet with the parent to discuss the outcome.
- When the complaint is resolved at this stage, summative points are logged in the complaints file

#### **Stage 3**

- If the parent is not satisfied with the outcome, a meeting with the manager and committee chair person will be arranged. The parent should have the option of a partners/friend/family member to accompany them.
- An agreed written record of the discussion is made as well as any decision or action to take as a result. All parties present at the meeting should sign the record and receive a copy.
- The signed record signifies that the procedure has concluded. When the complaint is resolved at this stage, summative points are logged in the complaints file.

#### **Stage 4**

