



## Putnoe Woods Complaints Policy and Procedures

### Introduction

At Putnoe Woods we believe that children deserve the best opportunities to reach their full potential and achieve the outcomes that are key to children's wellbeing.

These are:

- Stay Safe
- Be Healthy
- Enjoy and Achieve
- Make a positive Contribution
- Achieve Economic Well Being

We are committed to providing a safe, stimulating, consistent and accessible service to the children in our care and their parents and carers.

Putnoe Woods recognises that whilst aiming to achieve the highest standards of quality care, education and services for everyone and the need to foster positive partnerships with families, we are in acceptance that on occasion circumstances may lead to parents or carers wishing to make either a formal or an informal complaint.

Putnoe Woods believe and makes a commitment to reflect on their practices continually and wishes to ensure that all complaints and concerns are dealt with professionally and promptly and to make resolutions and endeavour these circumstances are corrected.

It is imperative that the Management Team and all Early Years Educators develop and maintain positive relationships with parents and carers so they can confidently raise any concerns or complaints that can be discussed, investigated and resolved and as to ensure that the welfare of the child remains paramount and is safeguarded.



## The Procedure

### Stage 1 - Informal Resolution

- 1.1 It is hoped that most concerns and complaints will be resolved quickly and informally.
- 1.2 If a parent/carer has a complaint about some aspect of Putnoe Woods Pre School activity, or about the conduct of an individual member of staff, it will often be possible to resolve the problem by simply speaking to the individual concerned and/or the Manager.
- 1.3 Putnoe Woods is committed to open and regular dialogue with parents/carers and welcomes all comments on its services.
- 1.4 In the first instance, parents/carers are encouraged to speak directly to the relevant member of staff, key person or Team Leader if deemed appropriate. If not, the Manager (or Deputy Manager) should be approached and they will try to resolve the problem
- 1.5 If concerns are raised to the child's key person, the key person must also notify the Pre School Manager
- 1.6 In many cases, the matter will be resolved quickly by this means to the parents' satisfaction
- 1.7 If a satisfactory resolution cannot be found, then Stage Two of the procedure will formally come into operation
- 1.8 Any complaints regarding financial matters must be addressed to the Business and finance Manager
- 1.9 Complaints of discrimination, harassment or victimisation are taken very seriously and may need to be dealt with at Stage 2 without action at Stage 1

### Stage Two - Formal Resolution

- 1.10 If informal discussions of a complaint or problem have not produced a satisfactory resolution to the situation, parents/carers must put their complaint in detail and in writing to the Manager of Putnoe Woods Pre School. Relevant names, dates, evidence, and any other important information on the nature of the complaint should be included
- 1.11 If the Pre-school Manager has good reason to believe that the situation has Safeguarding implications, they will contact the Local Safeguarding Children Board



- 1.12 The Setting will acknowledge receipt of the complaint as soon as possible - within three working days at least - and fully investigate the matter within 15 working days
- 1.13 If there is any delay, the pre-school will advise the parent/carer of this and offer an explanation. The Pre School Manager will be responsible for sending them a full and formal response to the complaint.
- 1.14 The formal response to the complaint in writing from the Pre School Manager will be sent to the parent/carer concerned and copied to all relevant members of staff if appropriate
- 1.15 The response will include recommendations for dealing with the complaint and for any amendments to Putnoe Woods policies or procedures emerging from the investigation
- 1.16 Putnoe Woods will arrange a time to meet the parent/carer concerned and any other relevant individuals, such as members of staff, to discuss the complaints and the Setting's response to it. The Pre School Manager will judge if it is best for all parties to meet together or if individual meetings are more appropriate
- 1.17 Written records of all meetings and interviews held in relation to the complaint will be kept by the Pre School Manager or person carrying out the investigation

### Stage Three

- 1.18 If at the conclusion of this process parents/carers remain dissatisfied with the response they have received, the original complaint along with the Pre School's response will be passed to the Chair of Trustees
- 1.19 The Chair of Trustees will thoroughly investigate the complaint with the Pre School Manager and any other members of staff whom may be involved
- 1.20 The Chair of Trustees will communicate a detailed response, including any actions to be taken, to both the Pre School Manager and the parents/carers concerned within 15 working days
- 1.21 Written records of all meetings and interviews held in relation to the complaint will be kept by the Chair of Trustees

### Stage Four

- 1.22 If, after discussion, the complainant is not satisfied, then he/she should contact Ofsted



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Website: [www.ofsted.gov.uk/childcare](http://www.ofsted.gov.uk/childcare)

- 1.23 Parents may approach Ofsted directly at any stage of this complaints procedure
- 1.24 In addition, where there seems to be a possible breach of the Pre School's registration requirements, it is essential to involve Ofsted as the registering and inspection body with a duty to ensure the Welfare Requirements of the Early Years Foundation Stage are adhered to
- 1.25 If a child appears to be at risk, we will follow the procedures of the Local Safeguarding Children Board in our local authority as we are required to do

## Documentation

- 1.26 A record of complaints against Putnoe Woods and/or the children and/or the adults working in our Pre-school is kept, including the date, the circumstances of the complaint and how the complaint was managed
- 1.27 An agreed written record of complaints will be taken of the main discussions, and decision taken and /or agreed action(s) for all complaints within the formal stages
- 1.28 All of those present at the meeting should sign the record and receive a copy of it
- 1.29 This confidential record of complaints and outcomes of all formal complaints will be made available for Ofsted inspectors on their request
- 1.30 All records are kept for 3 years

## Roles and Responsibilities

- 1.31 The Pre School Manager, Team Leader or Key Person must make parents aware of Putnoe Woods Pre School Complaints Policy and Procedures during their settling in visits
- 1.32 A copy of the Concerns and Complaints Procedure must be displayed on the parents notice board
- 1.33 A copy of Ofsted's Parent Poster must be displayed on the notice board

## Confidentiality



- 1.34 Personal information regarding children, families and staff must be kept securely in the locked cabinet in the office
- 1.35 To ensure the privacy and confidentiality on any such information consideration must be given to who needs to know, when and where information is shared with parents and outside agencies
- 1.36 Parents are required to complete a Consent to Share Information Form during the registration process
  
- 1.37 Any concerns or complaints made against the Pre School manager or Business and Finance Manager must be raised to the Chair of Trustees

Date of Policy: September 2014	Created By: Jo Skelton	
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Review Date	Reviewer	Amendments
September 2015	Jo Skelton	
December 2015	Jo Skelton	Added 1