

Complaints & Staff Grievance

Our setting believes that children, parents and staff 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 run an open policy of discussion where we encourage all parties to freely discuss any matter relating to the wellbeing, happiness and safety of the children with any member of staff.

Staff members can also bring up complaints/grievances about:

- their work, working conditions, pay and benefits, working hours
- discrimination on the grounds of race, sex, sexual orientation, religion, disability, age, gender reassignment, marital status or ethnic origin
 - treatment by colleagues including harassment and bullying
- their health and safety or a breach of statutory employment rights
 - any other issue affecting their employment

We anticipate that most concerns will be resolved quickly by an informal approach to the appropriate member of staff. 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.

Stage 1

- Any parent/staff who has a concern about an aspect of the settings provision talks over, first of all, his/her concerns with the setting leader.
 - Most complaints should be resolved amicably and informally at this stage.

Stage 2

- If this does not have a satisfactory outcome, or if the problem reoccurs, the parent/staff members move to this stage of the procedure by putting the concern/complaint in writing to the setting leader or the Manager.
- All written complaints will be answered within 21 days regardless of current legislation.
 - The setting stores written complaints in the settings complaints file.
- When the investigation into the complaint is completed, the setting manager meets with the parent/staff member to discuss the outcome.

Stage 3

- If the parent/staff member is not satisfied with the outcome of the investigation, he/she requests a meeting with the manager. The Parent/Staff should have a friend or partner if required and the manager should have the support of the director(s), present.
- 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 sign the record and receive a copy.

Stage 4

- If at the stage 3 meeting the complainer and setting cannot reach agreement, 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 power but can help define the problem, review the action so far and suggest further ways it may be resolved.
- The mediator keeps all discussions confidential. S/he can hold separate meetings with the setting personnel and the complainer 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 his/her investigations, a final meeting between all parties involved 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. This signed record signifies that the procedure has concluded.
- All records of complaints will be kept in our confidential complaints file which will be available to OFSTED.
 - At any point, the matter may be referred to OFSTED.
(Piccadilly Gate, Store Street, Manchester M1 2WD)

The official Ofsted information poster is on display at the front desk at all times, should a parent/carers require them.