

BURWOOD

COMPLAINTS AND COMPLIMENTS POLICY

As a member of the Early Years Alliance and Out of School Alliance we aim to provide the highest quality education and care for all our children. We aim to welcome each individual child and family and to provide a warm and caring environment which all children can learn and develop as they play.

At Burwood we believe that 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 about the day to day running of Burwood. We hope to deal with any issues promptly and informally where possible however if this cannot be achieved the procedures set out in this policy should be followed.

At Burwood we aim to bring all concerns about the running of the setting to a satisfactory conclusion for all the parties involved.

Making a complaint:

Stage 1

- If a parent/carer has any worries or anxieties over any aspect of Burwood's provision they should first talk confidentially to the Manager, in their absence the Deputy Manager, or the key worker.
- Most complaints should be resolved amicably and informally at this stage.

Stage 2

- If this discussion does not have a satisfactory outcome, or if the problem recurs, the parent/carer can move to stage 2 of the procedure by putting the concerns or complaint in writing (letter or e-mail) to the Chair of the trustees.
- Written confirmation of receipt of the complaint will be sent to the complainant within 24 hours and the complaint will be noted in the Complaints Summary log.
- Written complaints (letters and e-mails) from parents/carer's are stored in the child's personal file. However, if the complaint involves a detailed investigation, all information relating to the investigation will be stored in a separate file designated for complaints.
- When an investigation into the complaint is completed, the manager and a trustee will meet with the parents/carer's to discuss the findings. The parent/carer can also have someone present if they so wish.
- When the complaint is resolved at this stage, the summative points are noted in the Complaints Summary Log.

Stage 3

- If the matter is still not concluded to the parents/Carer's satisfaction, then you should contact the Chairperson. If they cannot reach agreement, the chairperson may find it helpful to enlist the help of an external mediator, they have no legal powers but can help to define the problem, review the action so far and help to resolve the matter.
- The mediator can hold separate (confidential) meetings with Burwood personnel and the parent/carer, if this is decided to be helpful and keeps an agreed written record of any meetings that are held and of any advice s/he gives.
- All meetings will be confidential and agreed records kept of the discussions and proposed actions. These should be signed by all parties present at the meeting and a copy kept by both parties.
- The summative points are noted in the Complaints Summary Log.

Stage 4 – Ofsted involvement

In the event of there being no satisfactory outcome to the parents/carer's grievance then it will be necessary to involve Ofsted. The complaints line is 0300 123 1231

However, parents/carers may approach the Office for Standards in Education, Early Years Directorate (Ofsted) directly at any stage of this complaints procedure. In addition, where there seems to be a possible breach of Burwood's registration requirements, it is essential to involve Ofsted as the registering and inspection body with a duty to ensure the National Standards for Day Care are adhered to.

- The address of our Ofsted regional centre is: Piccadilly Gate, Store Street, Manchester, M1 2WD
- These details are displayed on the preschool notice board.
- All settings are required to keep a 'summary log' of all complaints that reach a stage 2 or beyond. This is to be made available to parents as well as Ofsted inspectors.
- If a child appears to be at risk, Burwood follows the procedures of the Surrey Safeguarding Children Board in our local authority.
- In these cases, both the parent/carer and setting are informed and the chairperson will work with Ofsted or the Surrey Safeguarding Children Board (SSCB) to ensure a proper investigation of the complaint, followed by appropriate action.

Records:

- A record of complaints against Burwood and/ or the children and/or the adults working in our setting are kept for at least 3 years. Records include the date, the circumstances of the complaint and how the complaint was managed.
- The outcome of the complaint is recorded in the Complaints Summary Log which is available for parents/carer's and Ofsted inspectors on request.

Employee Concerns:

- If a Burwood employee has a concern about practice or procedures within the setting, they should immediately report their concern to the manager. The manager will discuss the concern with the employee and a suitable course of action will be planned.
- If the staff member feels that their concern has not been dealt with effectively they should follow the whistle blowing policy.

Compliments:

- We value all compliments about Burwood and record them in a 'compliment book'.
- All employees are made aware of any compliments we receive.
- We do not accept individual cash gifts from parents/carers and, if given, we will inform parents/carers that the money will be used to purchase new equipment for Burwood.