# *https://lh6.googleusercontent.com/Nh069JT10aH1_WSsY0fQlqrXN1PJXVEs2AFGOwjaTTqA2DfGAclzlw35d16iLWJClO_BDADBuJPUNDCq1SlIvPaWW2eAOHUOmtMxSOKA4fJwu1howkNvSApbSXsHxb_WogcXXEAyKn_qex59kA*

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**10.2 Complaints procedure for parents and service users**

At Dandelions, we aim to provide the highest quality care and education to all of our children. Whilst we will endeavour to ensure the best care and an outstanding learning environment, should any parent or service user raise a complaint these will be dealt with. At Dandelions, there is a fair way of dealing with issues as they arise in an informal way, but parents may wish to exercise their right to make a formal complaint. They are informed of the procedure to do this and complaints are responded to in a timely way. The same procedures apply to agencies who may have a grievance or complaint. This policy ensures that policies and procedures are adhered to and complies with the legal requirements within the Early Years Statutory Framework.

# Parents

# If a parent is unhappy about any aspect of their child’s care or how he/she feels he/she has been treated, this should be discussed with the child’s key person. The key person will listen to the parent and acknowledge what he/she is unhappy about. The key person will offer an explanation and an apology if appropriate. The issue and how it was resolved is recorded in the child’s file and Complaint Investigation Record. The recording will also make clear whether the issue being raised relates to a concern about quality of the service or practice, or a complaint. For allegations relating to serious harm to a child caused by a member of staff or volunteer procedure 6.2 Allegations against staff, volunteers or agency staff will be followed.

* If the parent is not happy with the key person’s response or wishes to complain about the key person or any other member of staff, he/she will be directed to the manager. Some parents will want to make a written complaint; others will prefer to make it verbally, in which case the manager writes down the main issues of the complaint using the Complaint Investigation Record and keeps it in the child’s file and complaints file.
* The manager will make the Trustees aware and investigate the complaint. Feedback will be provided to the parent within 28 days. A confidential written report of the investigation is kept in the child’s file if the complaint relates directly to a child and in the complaints file.
* If the parent is still not satisfied, or if the complaint is about the manager, the manager will advise that the parent escalate the complaint to the management committee. A response from the management committee will provided within 14 working days.
* If the complainant believes that the matter has not been resolved and there has been a breach of the EYFS requirements they are entitled to make a complaint to Ofsted. The manager will assist in any complaint investigation as well as in producing documentation that records the steps that were taken in response to the original complaint.
* At all times the manager will seek to re-establish a positive relationship with the parents.
* The manager ensures that parents know they can complain to Ofsted by telephone or in writing at any time as follows**:**

Applications, Regulatory and Contact (ARC) Team, Ofsted, Piccadilly Gate, Store Street, Manchester M1 2WD or telephone: 0300 123 1231

This information is also displayed in our foyer so that parents can access at any time.

# Agencies

* If an individual from another agency wishes to make a formal complaint about a member of staff or any practice of the setting, it should be made in writing to the manager.
* The complaint is acknowledged in writing within 10 working days of receiving it.
* The manager will advise the management committee of the complaint and will investigate the matter and meet with the individual to discuss the matter further within 28 working days of the complaint being received.
* An agreement needs to be reached to resolve the matter.
* If agreement is not reached, the complainant may write to the management committee, who acknowledges the complaint within 5 working days and reports back within 14 working days.

**Ofsted complaints record**

* Legislation requires settings to keep a record of complaints and disclose these to Ofsted at inspection, or if requested by Ofsted at any other time.
* The record of complaints is a summative record only.

A record of complaints will be kept for at least 3 years.

* In all cases where a complaint is upheld a review will be undertaken by the management committee to look for ways to improve practice where it is required.

This procedure is displayed on Parent Notice Board.

**Further guidance**

[Complaint Investigation Record](https://portal.eyalliance.org.uk/Shop#!prod/660cb3b8-585a-eb11-a812-00224840f4a7/curr/GBP) (Early Years Alliance 2021)

The policy was adopted by the Committee on…………………………………………

Signed on behalf of the Pre-School………………………………………

Name of Signatory………………………………………………….

Role of Signatory……………………………………………………..

Date to be reviewed………………………………………………….