



Making a Complaint Policy

Windmill Under 5s, Lacey Green and Loosely Row Sports Club, Main Road,
Lacey Green, Princes Risborough HP27 0PL
Registered charity no: 1026976

Version Control

Version	Date	Author	Comments
1.1	22.02.2018	RM / LC	• Checked against PLA template for updates (none required)
1.2	17.05.2018	RM / NH / LC	• Updated in line with PLA template update for GDPR (May 18)
1.3	24.04.2019	RM / NK	• Updated job titles
1.4	17.05.2020	TW / RM	• Full annual policy review. Updated BSCB to BSCP

Reviews and Approvals

Policy adopted :	15 September 2009 by Windmill Under 5s Management Committee	
It was last updated:	17 May 2020	
It will be reviewed:	Summer Term (May) 2021	
Signed & dated:	Natasha Kann	Natasha Kann – Chairperson on behalf of the Management Committee

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.

Information and Records

39. Making a Complaint

Policy Statement

Windmills believes 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 Windmills and will give prompt and serious attention to any concerns about the running of Windmills. 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 Windmills to a satisfactory conclusion for all of the parties involved.

Procedures

All settings are required to keep a 'Summary Log' of any complaints that reach Stage Two or beyond, and their outcome. This is to be made available to parents/carers, as well as to Ofsted inspectors on request. A full procedure is set out in the Early Years Alliance publication *Summary Complaints Record* which acts as the 'summary log' for this purpose.

Making a complaint

Stage 1

- Any parent/carer who has a concern about an aspect of Windmills provision talks over, first of all, his/her concerns with the Preschool Manager and/or the Chairperson.
- If for any reason it was not felt appropriate or parent/carer didn't feel comfortable speaking to the Preschool Manager or Chairperson they can speak to another member of the Management Committee.
- 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 recurs, the parent/carer moves to this stage of the procedure by putting the concerns or complaint in writing to the Preschool Manager and Chairperson.
- For parents/carers who are not comfortable with making written complaints, there is a template form for recording complaints in Early Years Alliance publication *Summary Complaints Record*;

the form may be completed with the Preschool Manager and signed by the parent/carer. The Preschool Manager or Business Manager can be asked for a copy of this form.

- The Chairperson will reply to any written complaint in writing, within 7 days of receiving the complaint, to acknowledge receipt. There may not necessarily be an outcome to the complaint at this point.
- Windmills stores written complaints from parents/carers in the child's personal file. However, if the complaint involves a detailed investigation, the Preschool Manager may wish to store all information relating to the investigation in a separate file designated for this complaint.
- When the investigation into the complaint is completed, the Preschool Manager/Chairperson meets with the parent/carer to discuss the outcome.
- Parents/carers must be informed of the outcome of the investigation within 28 days of making the complaint.
- When the complaint is resolved at this stage, the summative points are logged in the Complaints Summary Record.

Stage 3

- If the parent/carer is not satisfied with the outcome of the investigation, he or she requests a meeting with the Preschool Manager and the Chairperson. The parent/carer may have a friend or partner present if they prefer and the Preschool Manager should have the Chairperson present (or another member of the Management Committee).
- An agreed written record of the discussion is made as well as any decision or action to take as a result. All of the parties present at the meeting sign the record and receive a copy of it.
- This signed record signifies that the complaint has concluded. When the complaint is resolved at this stage, the summative points are logged in the Complaints Summary Record.

Stage 4

- If at the Stage 3 meeting the parent/carer and Windmills 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 powers but can help to define the problem, review the action so far and suggest further ways in which it might be resolved.
- Staff or volunteers within the Early Years Alliance are appropriate persons to be invited to act as mediators.
- The mediator keeps all discussions confidential. She/he can hold separate meetings with the Preschool Manager and the Chairperson and the parent/carer, if this is decided to be helpful. The mediator keeps an agreed written record of any meetings that are held and of any advice she/he gives.

Stage 5

- When the mediator has concluded their investigations, a final meeting between the parent/carer, the Preschool Manager and the Chairperson 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 of it. This signed record signifies that the procedure has concluded.

The role of the Office for Standards in Education, Children's Services and Skills (Ofsted) and the Buckinghamshire Safeguarding Children Partnership and the Information Commissioner's Office

- Parents/carers may approach Ofsted directly at any stage of this complaints procedure. In addition, where there seems to be a possible breach of Windmills registration requirements, it is essential to involve Ofsted as the registering and inspection body with a duty to ensure the Safeguarding and Welfare Requirements of the Early Years Foundation Stage are adhered to.
- The number to call Ofsted with regard to a complaint is: **0300 123 1231** quoting ref: EY285935 or by post: Ofsted National Business Unit, Piccadilly Gate, Store Street, Manchester M1 2WD
- These details are displayed on the foyer noticeboard at Windmills.
- If a child appears to be at risk, Windmills follows the procedures of the Buckinghamshire Safeguarding Children *Partnership*.
- In these cases, both the parent/carer and Windmills are informed and the Preschool Manager works with Ofsted or the Buckinghamshire Safeguarding Children *Partnership* to ensure a proper investigation of the complaint, followed by appropriate action.
- The Information Commissioner's Office (ICO) can be contacted if you have made a complaint about the way your data is being handled and remain dissatisfied after raising your concern with us. For further information about how we handle your data, please refer to the Privacy Notice given to you when you registered your child at Windmills. The ICO can be contacted at Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or ico.org.uk

Records

- A record of complaints in relation to Windmills, or the children, or the adults working in Windmills is kept (for a minimum of 3 years), including the date, the circumstances of the complaint and how the complaint was managed.
- The outcome of all complaints is recorded in the Summary Complaints Record which is available for parents/carers and Ofsted inspectors on request.