

# PATA Managed Groups Concerns and Complaints Policy



## Policy Aim

All children and parents/carers can expect careful attention to their needs and wishes. We welcome suggestions on how to improve the setting and will give timely and serious attention to any concerns about the running of the setting. Most concerns will be resolved quickly with an informal approach. If this does not achieve a satisfactory conclusion for all of the parties involved, the five stage procedure set out below will be followed.

## Procedures

All settings are required to keep a written record of any complaints that reach stage two and above, and their outcome. This is to be made available to parents, as well as to Ofsted inspectors on request.

### ***Making a complaint***

#### Stage 1

- Any parent who has a concern about an aspect of the setting's provision talks over his/her concerns with the manager.
- Most complaints should be resolved amicably and informally at this stage.
- We record the issue, and how it was resolved, in the child's file.

#### 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.
- For parents/carers who are not comfortable with making written complaints, the manager will assist with documenting the concerns or complaint and this must be signed by the parents/carers.
- We will acknowledge receipt of the complaint within 7 working days.

**Issue number:** 3

**Date revised:** September 2018

**Date for review:** August 2019

- The setting stores all information relating to written complaints from parents in the Complaints file. However, if the complaint involves a detailed investigation, the manager may wish to store all information relating to the investigation in a separate file designated for this complaint.
- When the investigation is completed, the manager will meet with the parents/carers to discuss the outcome.
- We inform parents/carers of the outcome of the investigation within 28 days of receipt of the written complaint.
- When the complaint is resolved at this stage, we log the main points in the Complaints file, which is made available to Ofsted on request.

### Stage 3

- In the event that the parents/carers are not satisfied with the outcome, they can request a meeting with the manager and PATA Chief Executive Officer (CEO). The parent may have a friend or partner present.
- 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 procedure has concluded. When the complaint is resolved at this stage, we log the main points in the Complaint File.

### Stage 4

- If at the stage three meeting the parent cannot reach agreement with us, we invite an external mediator 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 us to define the problem, review the action so far and suggest further ways in which it might be resolved.
- Trustees of PATA or a representative from the Local Authority Early Years Services are appropriate persons to be invited to act as mediators.
- The mediator keeps all discussions confidential. S/he can hold separate meetings with staff and the parent, 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 her/his investigations, a final meeting between the parent, manager and PATA CEO 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 Ofsted and the Local Safeguarding Children Board*

- Parents may approach Ofsted directly at any stage of this complaints procedure. In addition, where there seems to be a possible breach of the setting's 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.
- Parents can complain to Ofsted by telephone or in writing at:
- Ofsted National Business Unit, Piccadilly Gate, Store Street, Manchester M1 2WD
- Tel: 0300 123 1231
- These details are displayed on the setting's notice board.
- If a child appears to be at risk, we follow the procedures of the Local Safeguarding Children Board.
- In these cases, both the parent and the setting are informed and the manager will work with Ofsted or the Local Safeguarding Children Board to ensure a proper investigation of the complaint, followed by appropriate action.

### *Records*

- A record of complaints in relation to the setting, or the children or the adults working in the setting, is kept for at least three years; including the date, the circumstances of the complaint and how the complaint was managed.
- The outcome of all complaints is recorded in the Complaint File, which is available for parents and Ofsted inspectors to view on request.

**Internal use only**

This policy was adopted by	<div></div>	(name of setting)
On	<div></div>	(date)
Date to be reviewed	<div></div>	(date)
Signed on behalf of the provider	<div></div>	
Name of signatory	<div></div>	
Role of signatory (Setting Manager)	<div></div>	
Signed on behalf of PATA (UK)	<div></div>	
Name of signatory	<div>Paula Hayball</div>	
Role of signatory	<div>Chief Executive Officer</div>	