



Busy Bees Ledbury Complaints Policy

The staff at Busy Bees work in partnership with parents in order to meet all of the needs of the children within a warm, welcoming and respectful environment.

Busy Bees always provides outstanding care and education for all children. We believe that children and parents are entitled to expect courtesy and prompt, careful consideration to their needs and wishes. We always welcome any suggestions on how to improve the setting and with any matters discussed, confidentiality will always be assured.

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 for all of the parties involved.

If you are concerned about harm or possible harm to a child, parents should phone the Multi Agency Safeguarding Hub (MASH) on 01432 260 800.

How to complain:

Making a complaint

Stage 1

- Any parent who has a concern about an aspect of the setting's provision talks over, first of all, his/her concerns with the Manager either verbally or through email.
- Most complaints should be resolved amicably and informally at this stage.

A parent who is unhappy with any aspect of the setting should talk in the first instance to a Manager – this may be verbally or through email. If this does not achieve a satisfactory outcome or the problem recurs, the parent should request a meeting with the Chair of the Committee. Busy Bees believe that most complaints which are made constructively are able to be solved at any early stage. All complaints will be taken seriously, dealt with fairly and in a way which respects confidentiality. A record of all meetings and the solutions offered will be kept and this will also be confidential. However, in some circumstances, it may be necessary for a registered body, such as Ofsted, to become involved and they have the duty to ensure that all requirements will be adhered to. The registered body will become involved where there appears to be a breach of the registration requirements and there would be a full investigation of the complaint followed by appropriate action. Sometimes the complaint will include matters Ofsted cannot look into. These are concerns which are not to do with a person's registration but may be about issues like disputes about fees for instance.

All settings are required to keep a 'summary log' of all complaints that reach stage two or beyond. This is to be made available to parents as well as to Ofsted inspectors. A full procedure is set out in the Pre-school Learning Alliance publication *Summary Complaints Record* which acts as the 'summary log' for this purpose.

Stage 2

- If this does not have a satisfactory outcome, or if the problem recurs, the parent moves to this stage of the procedure by formally making a complaint in writing to the Manager and the chair of the committee.
- For parents who are not comfortable with making written complaints, staff are able to speak to the parent, scribe the concerns and the parent must sign to agree the words represent their complaint.
- All information on written complaints will be stored securely in our lockable office cupboard.
- When the investigation into the complaint is completed, the manager meets with the parent to discuss the outcome.
- Parents 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 is not satisfied with the outcome of the investigation, he or she requests a meeting with the chair of the committee. The parent should have a friend or partner present if required. 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, the summative points are logged in the Complaints Summary Record.

Stage 4

- If at the stage three meeting the parent 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 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 Pre-school Learning Alliance are appropriate persons to be invited to act as mediators.
- The mediator keeps all discussions confidential. S/he can hold separate meetings with the setting personnel (Manager and chair of the committee) 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 and the chair of the committee 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 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 Welfare Requirements of the Early Years Foundation Stage are adhered to.

- The number contact details for Ofsted are:

Ofsted National Business Unit
Piccadilly Gate
Store Street
Manchester
M1 2WD

Helpline: 0300 123 1231

Website: www.ofsted.gov.uk/parents

These details are displayed on our setting's notice board.

- If a child appears to be at risk, we follow our Safeguarding Policy and consult with the MASH team (01432 260 800).
- In these cases, both the parent and setting are informed and the Manager works 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 against our setting and/or the children and/or the adults working in our setting is kept, 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 and Ofsted inspectors on request.

If you are a parent or carer and you make a formal written complaint about one or more of the requirements or conditions of registration, your provider must carry out an investigation. They must tell you about the outcome of their investigation, and any action they take, or plan to take, as an outcome of your complaint. They must do this within:

- 28 days of receiving your complaint if they are registered on the Early Years Register, or
- 28 days of receiving your complaint if they are registered on the Childcare Register.

You can ask to have the outcome of their investigation in writing. If you are not satisfied with the response, or your concern relates to a matter you cannot discuss with your provider, you can contact Ofsted.

Busy Bees will keep a written record of all complaints for at least 3 years.

This policy was adopted on	
Signed on behalf of the preschool	
Date disseminated to staff	
Date for review	