

COMPLAINTS POLICY

Version date: March 2022

Review date: June 2025

Policy Statement

At Snowy's we aim to provide consistently high quality, safe and stimulating early years education to all children. We continue to progress and improve our service by listening to parents and carers.

We accept that sometimes things do not always go to plan. In such circumstances, we want to know so that we can put things right at the earliest opportunity and learn from our mistakes to avoid any recurrence of a specific problem or concern. We welcome suggestions on how to improve our setting and comments can be passed to the Manager and committee to address accordingly.

We will give prompt and serious attention to any concerns about the running of our setting. We anticipate that most concerns will be resolved quickly by an informal approach through initially talking to any member of staff or the Manager. If this does not resolve the issue then the formal complaints procedure detailed in this policy should be followed in order to address the concern / complaint.

The process Snowy's will follow for dealing with a complaint is as follows:

Stage 1

- Any parent/carer who has a concern about any aspect of Snowy's provision should in the first instance discuss the matter informally with their child's key worker or the Manager, as most problems can be addressed quickly in this way.
- Staff are to inform Snowy's Manager or the Committee Chairperson of any issue or concern/complaint raised by a parent or carer.
- Most complaints should be resolved amicably and informally at this stage.

Stage 2

- If stage 1 did not provide a satisfactory outcome, or if the problem recurs, the concern or complaint should be raised in writing to the Manager and/or Committee Chairperson.
- For parents who are not comfortable with making written complaints, the written complaint may be completed with the Manager and signed by the parent/carer.
- Snowy's Manager to record the complaint with its unique reference number in the Complaints and Compliments folder.
- Snowy's will address the matter as soon as possible. If the matter is believed to be a safeguarding concern then the matter will be transferred immediately to the local safeguarding board and Ofsted will be contacted to report the concern.
- If the matter can be resolved internally then Snowy's Manager or Committee Chairperson will aim to reply within 3 working days and complete the investigation within 28 working days from the date of the initial complaint. The Manager and/or Chairperson will meet or write to the parent concerned to discuss the outcome. Parents may bring a support person to any follow up meeting(s) if they wish.
- A record of any meeting, including any decision or action to be taken, is made. Everyone present

at the meeting signs the record and receives a copy of it.

- Snowy's stores written complaints and all associated documentation in the Complaints and Compliments file. Where appropriate a copy will be placed in the children's file.
- If the complaint is resolved at this stage, the summative points are logged in the Complaints Summary Record, which is made available to Ofsted on request.
- If all parties concerned agree the issue has not been adequately resolved in the initial stage 2 process then an appropriate mediator can be invited to attend a follow up meeting to help resolve the matter. A mediator will have no legal powers and should be someone accepted by both parties in advance of a meeting.

Stage 3

- If stage 2 did not provide a satisfactory outcome, then the person who raised the complaint can contact OFSTED now or at any other stage of the complaints process if they wish to.
- Snowys Manager or Committee Chairperson will ensure a record of any concerns or complaints is logged in the Compliments and Complaints Record file.
- Parents can complain to Ofsted directly by telephone or in writing (quoting reference EY405395) at:
Ofsted National Business Unit, Picadilly Gate, Store Street, Manchester, M1 2WD
Tel: 0300 123 1231

Links to Other Snowy's Policies and Procedures

Snowy's website: www.snowys.org

Legal Reference and Context Including Web Links

Pre-school Learning Alliance Complaints Investigation Record