



Wildlings

Complaints Policy and Procedure

Policy statement

Wildlings believes that children and parents are entitled to expect courtesy and prompt careful attention to their needs. We welcome suggestions on how to improve our setting and will give prompt and serious attention to any concerns. We anticipate that most concerns will be resolved quickly by an informal approach to the appropriate member of staff. However, if a resolution cannot be found in this way, we have a set of procedures for dealing with concerns.

Procedures

Wildlings will keep a “summary log” of all complaints that reach stage 2 or beyond of our complaints procedure. This is hard copy document stored in the hall’s filing cupboard is available to parents, as well as to Ofsted inspectors on request.

The summary log of complaints will be reviewed by Committee with the Manager at least once annually.

Making a complaint

Stage 1

- Any parent/carer or employee who has a concern about an aspect of Wildlings provision talks over his/her concerns with the Manager.
- Most complaints should be resolved amicably and informally at this stage.
- The manager will log the complaint in the summary log, and inform the Chair of Committee of it.

Stage 2

- The person making the complaint can move to stage 2 of the procedure by putting the concerns or complaint in writing to the Manager, the Deputy Manager, the Chair of Wildlings Committee, or another Committee member.
- Wildlings stores written complaints in the child’s personal file. However, if the complaint involves a detailed investigation, the Manager may wish to store all information relating to the investigation in a separate complaint file.
- When the investigation is completed, the Manager will meet with the person who made the complaint to discuss the outcome.
- The person who made the complaint must be informed of the outcome of the investigation in writing within 28 days of it being submitted in writing.
- When the complaint is resolved at this stage, the summative points are logged in the Complaints Summary Record.

Stage 3

- If the person making the complaint is not satisfied with the outcome of the investigation, s/he requests a meeting with the Manager and Chair of Wildlings Committee. The complainant may have a supporter, friend or partner present if preferred. A note taker may also be present.
- An agreed written record of the discussion is made within a week of the meeting, as well as any decision or action taken as a result (this can be added later and no later than 28 days after the meeting). All parties who were present at the meeting sign the record and receive a copy of it.
- This signed record signifies that stage 3 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 3 meeting an agreement cannot be reached, an external mediator is invited 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. An Early Years Improvement officer from Derbyshire County Council is an appropriate person to be invited to act as a mediator.
- The mediator keeps all discussions confidential. S/he can hold separate meetings with Wildlings personnel and the complainant if this is decided to be helpful. The mediator keeps an agreed written record of any meetings that are held and of any advice given.

Stage 5

- When the mediator has concluded his/her investigations, a final meeting between the Manager, Chair of Wildlings committee and the complainant is held. The purpose of the 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 to 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

- Complainants may approach Ofsted directly at any stage of this complaints procedure. In addition, where there seems to be a possible breach of Wildlings 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 address and telephone number of our Ofsted Regional Centre is Piccadilly Gate, Store Street, Manchester, M1 2WD 0300 123 1231 www.ofsted.gov.uk
- These details are displayed on Wildlings notice board.
- If a child appears to be at risk, Wildlings follow the procedures of the Local Safeguarding Children's Board in our local authority.
- In these cases, both the complainant and Wildlings 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 Wildlings 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 Complaints Summary Record which is available for families and Ofsted inspectors on request.

Date Created: March 2021

Reviewed date:

Compliant summary Record

Date:		Complaint made by:	
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Summary of complaint:

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Outcome of investigation:

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Date complainant notified of outcome:	
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Comments:

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Complainant signature:		Date:	
Staff signature:		Date:	

