### **STICKY FISH PRE-SCHOOL**

# COMPLAINTS POLICY AND PROCEDURE

SECTION ONE

STATEMENT OF POLICY ON DEALING WITH COMPLAINTS WITHIN THE EYFS

* All complaints which we receive should be treated seriously and investigated fully and fairly.
* Sticky Fish Pre-school will always try to resolve complaints informally and where possible in an amicable fashion. The Pre-school’s complaints procedure is divided into Informal and Formal Stages and it is expected that the majority of complaints will be resolved quickly at the Informal Stage.
* Complaints will be dealt with on as confidential a basis as possible, but it may be necessary for the person who first receives a complaint to discuss it with those who can resolve it, so anonymity and total confidentiality cannot be guaranteed.
* No one will receive adverse treatment as a result of having raised a complaint, or because someone else has raised a complaint on their behalf.

SECTION TWO

SUMMARY OF PROCEDURE FOR PARENTS

Informal Stage (i) of Complaints Procedure

* If a parent wishes to make a complaint, they should usually contact the member of staff concerned in the first instance. Many concerns arise from misunderstandings and can be resolved by simple clarification.
* Should a parent feel unable to discuss the complaint with a member of staff, the details of the Parent Liaison Officer are posted on our notice board outside the hall. This person has agreed to their details being publicly displayed and has agreed to receive any parental complaints and pass them onto Sticky Fish Pre-school. Parents are also informed of the Parent Liaison Officer via newsletter.
* The member of staff will make a written record of the complaint and the date on which it was received. Should the matter not be resolved within 10 days or in the event that a satisfactory solution is not reached then the complainant will be advised to proceed with their complaint in accordance with Stage (ii) of this Procedure.

Formal Stage (ii) of Complaints Procedure

More serious complaints and complaints which it has not been possible to resolve informally should be addressed in writing to the Manager. The Manager will decide, after considering the complaint, the appropriate course of action to take.

* In most cases, the Manager will speak to the parent/carer concerned, normally within 10 days of receiving the complaint, to discuss the matter. If possible, a resolution will be reached at this stage.
* Complaints against members of pre-school staff will normally be investigated by the Manager. Complaints against the Manager will be investigated by a member of the board of trustees. Investigations will be undertaken as quickly as possible, so that matters can be resolved as soon as possible. If the complaint relates to a serious safeguarding issue i.e. an allegation is made, then the manager will inform the LADO (Local authority Designated Officer)
* The person making the complaint will also be informed in writing of the outcome of the investigation, although details of any action which may result in the use of disciplinary or other formal procedures will normally remain confidential.
* The Manager will seek advice and assistance from a member of the board of trustees if necessary when dealing with a complaint.

**Use of the Complaints Record**

**Source of complaint**

All formal complaints which are received by the Pre-school will be logged in a confidential complaints log book which will contain the date of the complaint, a brief outline of it, a summary of the steps taken to resolve it and the outcome. The complaints log book will be kept at all times, even if no complaints are made and it will consist of a secure file (not loose leaf). The complaints log will be retained for a minimum of three years. When completing the record, we must bear in mind that it must be shared with any parent who asks to see it as well as with Ofsted. It is important to maintain appropriate confidentiality when filling in the record. This means that neither the person making the complaint nor any persons (adults and children) relating to the complaint should be named.

**Nature of the complaint**

The record is intended only for complaints relating to the Safeguarding and Welfare Requirements. All details associated with the complaint must be recorded, taking care not to name individuals. For example, use ‘child A’, ‘staff member B’.

**How the complaint was dealt with**

Information must be provided on how the complaint was investigated. The following need to be recorded:

* The process taken to ensure that the complaint was fully investigated, such as interviews, reviews of records
* Who was involved in the investigation without identifying any individuals named in the complaint including staff or any child
* Any referrals made to an external agency, for example local authority environmental health departments or social services

**Actions and outcomes**

Details must be provided about the outcome of the investigation. The following need to be recorded:

* Any actions we identified
* Any actions set or taken by Ofsted
* Any action taken by another external agency, where we have their permission to do so
* The outcome of our investigation, identifying any areas where we feel improvement can be made to our provision
* Whether any member of staff was dismissed following the investigation and, if so, under what circumstances. If a member of staff has been dismissed for misconduct or because they placed a child a risk or significant harm, we may need to refer the individual for inclusion onto the Protection of Children Act (POCA) list. We can find out how to do this by ringing Ofsted on **0300 123 1231.**

An account of the finding of the investigation and action, if any taken or intended to take as a result the investigations, must be shared with the parents of the setting. This must be done within 28 days of the complaint being made. This can be done by sharing this record. If asked to do so, if deemed appropriate, send a separate letter to the parent who made the complaint giving more detail.

Parents should note that:

* the record of complaints is kept for three years
* they can make a complaint to Ofsted if they so wish; details for contacting Ofsted are found at the bottom of this document
* complainants will be notified of the outcome of an investigation within 28 days of the pre-school having received the complaint
* the Pre-school will provide Ofsted on request with a written record of all complaints made during any specified period, and the action which was taken as a result of each complaint.

Contact details:

Ofsted

Piccadilly Gate

Store Street

MANCHESTER M1 2WD Tel: 0300 1231231

[www.ofsted.gov.uk/parents](http://www.ofsted.gov.uk/parents)

Sticky Fish Pre-school will endeavour to explain this procedure to any family that does not have English as its first language (eg via an interpreter) and/or will verbally explain the procedure to any family experiencing difficulty with written English.

**Reviewed and revised on: Oct 2021**

**Signed: Liz Tomlinson, pre school Manager.**

**Date of next review: Oct 2022**