

Bishop Cornish Education Centre
Ofsted Registration No: EY397520



Complaints Policy and Procedure

Policy statement

We believe that children and parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes. We welcome suggestions on how to improve our setting and will give prompt and serious attention to any concerns about the running of the setting. We anticipate that most concerns will be resolved quickly, by an informal approach with the Preschool Manager. 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.

The difference between a concern and a complaint

A concern may be defined as 'an expression of worry or doubt over an issue considered to be important for which reassurances are sought'. A complaint may be defined as 'an expression of dissatisfaction however made, about actions taken or a lack of action'. It is in everyone's interest that concerns and complaints are resolved at the earliest possible stage. Many issues can be resolved informally, without the need to use the formal stages of the complaints procedure. Bishop Cornish Pre School takes concerns seriously and will make every effort to resolve the matter as quickly as possible.

If you have difficulty discussing a concern with a particular member of staff, we will respect your views. In these cases, the Pre School Manager will refer you to another staff member. Similarly, if the member of staff directly involved feels unable to deal with a concern, the Pre School Manager will refer you to another staff member or deal with the concern them self. The member of staff may be more senior but does not have to be. The ability to consider the concern objectively and impartially is more important. We understand however, that there are occasions when people would like to raise their concerns formally. In this case, Bishop Cornish Pre School will attempt to resolve the issue internally, through the stages outlined within this complaints procedure.

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.

We will not normally investigate anonymous complaints. However, the pre school manager or Head of Trustees, if appropriate, will determine whether the complaint warrants an investigation.

You must raise the complaint within three months of the incident or, where a series of associated incidents have occurred, within three months of the last of these incidents. We will consider complaints made outside of this time frame if exceptional circumstances apply. Any complaint made outside of term time will be considered if received on the first pre school day after the holiday period.

Resolving complaints

At each stage in the procedure, Bishop Cornish Pre School wants to resolve the complaint. If appropriate, we will acknowledge that the complaint is upheld in whole or in part. In addition, we may offer one or more of the following:

- an explanation
- an admission that the situation could have been handled differently or better
- an assurance that we will try to ensure the event complained of will not recur
- an explanation of the steps that have been or will be taken to help ensure that it will not happen again and an indication of the timescales within which any changes will be made
- an undertaking to review school policies in light of the complaint
- an apology.

Withdrawal of a Complaint

If a complainant wants to withdraw their complaint, we will ask them to confirm this in writing.

Making a complaint

Stage 1

- A concern or complaint can be made in person, in writing or by telephone. They do not have to be a parent of a child in the setting. Any parent/person who has a concern about any aspect of the setting's provision, are invited to talk through their concerns with their child's key worker or the pre school manager in the first instance. A complaint involving the Manager can be directed to the Board of the Trustees by contacting the Clerk to the Trustees by email clerk@bishop-cornish.cornwall.sch.uk
- Most complaints should be resolved amicably and informally at this stage.
- A record of this maybe maintained on either the child's file or a separate file of actions and outcomes.

Stage 2

- If there is not a satisfactory outcome, or if the problem recurs, the parent moves to this stage of the procedure by putting the concerns or complaint in writing.

- For parents who are not comfortable with making written complaints, for ease of use, a template complaint form is included at the end of this procedure. This form may be completed by the Preschool Manager with the parent and signed by the parent.
- Our setting stores all information relating to written complaints from parents in a file designated for complaints or significant events.
- When the investigation into the complaint is completed, the Preschool Manager will meet with the parent to discuss the outcome.
- We inform parents of the outcome of the investigation within 28 days of making the complaint.
- When the complaint is resolved at this stage, we log the summative points in our Complaint Investigation Record, which is made available to Ofsted on request.

Stage 3

- If the parent is not satisfied with the outcome of the investigation, they can request a meeting with the Preschool Manager and the Board of the Trustees by contacting the Clerk to the Trustees by email clerk@bishop-cornish.cornwall.sch.uk . The parent can choose to have a friend or partner present if they prefer and the Preschool Manager should have the support of the management team.
- 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. When the complaint is resolved at this stage, we log the summative points in our Complaint Investigation Record. The role of the Office for Standards in Education, Children's Services and Skills (Ofsted), the Local Safeguarding Children Board or local Safeguarding partners and the Information Commissioner's Office.
- 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 email: 03001234666 or enquiries@ofsted.gov.uk
- If a child appears to be at risk, we follow the procedures of the Local Safeguarding Children Board or local safeguarding partners. In these cases, both the parent and our setting are informed and the Preschool Manager will work with Ofsted or the Local Safeguarding Children Board or local safeguarding partners to ensure a proper investigation of the complaint, followed by appropriate action.
- The Information Commissioner's Office (ICO) can be contacted if you have made a complaint about the way your data is being handled and remain dissatisfied after raising your concern with us. For further information about how we handle your data, please refer to the Privacy Notice given to you when you registered your child at our setting. The ICO can be contacted at Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or ico.org.uk Records
- A record of complaints in relation to our setting, or the children or the adults working in our 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 a Complaint Investigation Record, which is available for parents and Ofsted inspectors to view on request.

Reviewed Nov 22