

COMPLAINTS PROCEDURE

Statement of intent

Bishy Barnabees believes 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 and will give prompt and serious attention to any concerns about the way in which we run. 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.

Aim

We aim to bring all concerns about the running of Bishy Barnabees to a satisfactory conclusion for all parties involved.

Methods

- To achieve this, we operate the following complaints procedure. All settings are required to keep a 'summary log' of all complaints that reach stage 2 or beyond. This is then made available to parents as well as to Ofsted inspectors

Making a complaint

Stage 1

- Any parent who has a concern about an aspect of Bishy Barnabees' provision talks over, first of all, his/her worries and anxieties with Louise Kerry, Julie Beasley or Helen Murfit.
- Most complaints should be resolved amicably and informally at this stage.

Stage 2

- If this does not have a satisfactory outcome, or if the problem reoccurs, the parent should put their concerns or complaint in writing to Louise Kerry or Helen Murfit.
- For parents who are not comfortable with making written complaints, a template form for recording complaints is available.
- Bishy Barnabees stores written complaints from parents in the child's personal file.
- When the investigation into the complaint is completed, Louise or Helen will meet with the parent to discuss the outcome. A response in writing will be sent within 28 days.
- 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 should request another meeting with Louise or Helen. The parent could 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 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 3 meeting the parent and Bishy Barnabees cannot reach an 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.
- The mediator keeps all discussions confidential. S/he can hold separate meetings with the Bishy Barnabees personnel 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 Bishy Barnabees personnel 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 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, Early Years Directorate (Ofsted) and the Norfolk 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 Bishy Barnabees registration requirements, it is essential to involve Ofsted as the registering and inspection body with a duty to ensure the National Standards for Day Care are adhered to.
- The telephone number of our Ofsted regional centre is: 0300 123 1231
- If a child appears to be at risk, Bishy Barnabees follows the procedures of the Norfolk Local Safeguarding Children Board in our local authority.
- In these cases, both the parent and Bishy Barnabees are informed and we work with Ofsted or the Norfolk Local Safeguarding Children Board to ensure a proper investigation of the complaint, followed by appropriate action.

Records

- A record of complaints against Bishy Barnabees and/or the children and/or the adults working at Bishy Barnabees 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 parents and Ofsted inspectors on request.

This policy was agreed in May 2008, updated July 2015.

Reviewed March 2017

See also Safeguarding Policy and Parent Partnership Policy.