



## PUDDLEDUCKS Nursery & Pre-School

### MAKING A COMPLAINT POLICY

---

#### Policy Statement

We welcome all feedback, whether positive or negative and use this as one of the ways in which we continue to improve the quality of early year's education we provide. We are committed to listening to the views of our staff, students, parents and members of the community. This procedure sets out what you can expect to happen when you make a complaint to Puddleducks. A complaint is an expression of dissatisfaction by you, expressed either verbally or in writing.

It is our policy that the investigator of the complaint cannot investigate themselves. It is therefore preferable that a complaint is directed to the manager of Puddleducks, or in the case of a complaint made against the manager this must be dealt with by taking the complaint to the named Director of the committee (please see procedure below).

#### Procedures

We aim to ensure your concern is taken seriously and that you receive a satisfactory answer by:

- Receiving your complaint promptly, efficiently and thoroughly.
- Investigating your complaint and informing you of the outcome of that investigation where appropriate.
- Where possible, resolving your complaint quickly.
- Dealing with your complaint fairly, consistently and in line with all Puddleducks policies and procedures.

*Procedures for Dealing with Complaints (see flow chart Appendix A)*

#### Informal Complaints

We recognise that many concerns will be raised informally, and dealt with quickly. Our aims are to deal with these complaints at 'room level' either via the room leaders or manager:

- Resolve informal concerns quickly and efficiently to a conclusion.
- Enable mediation between the complainant and the individual to whom the complaint has been referred.

#### Formal complaints

An informal approach is appropriate when it can be achieved but if concerns cannot be satisfactorily resolved informally, then the formal complaints procedure should be followed.

There are two forms of address:

- To send a written complaint to Beverley Smith (Director/Manager) or
- To Cheryl Stephens (Director/Deputy Manager)

They in turn will then follow the complaints procedure listed below:

1. **Receiving the Complaint** - The person receiving the complaint will:
  - Listen sympathetically to the complaint

- Offer immediate acknowledgement verbally or within three days in writing
- Indicate what action will be taken, by whom and when
- Decide, in consultation with others if necessary, to whom the complaint should be referred
- Ensure that all relevant information is passed on to the person investigating immediately. (This would be either the Room Leaders or Manager)

**2. Dealing with the complaint** – The person investigating the complaint will:

- Ensure that a thorough and fair investigation is carried out
- Consult appropriately
- Maintain confidentiality where possible
- Involve other agencies, eg; the police, Social Services etc, as appropriate and after careful consultation
- Keep the complainant informed of the progress of the investigation

If the complaint concerns a member of staff, that person has the right to be informed immediately, be given the opportunity to put their side of the case, be kept informed of progress in the investigation and of the outcome. In any discussions, the member of staff will have the right to be accompanied by a friend or representative of his/her choosing.

If the complaint towards a member of staff relates to a Safeguarding/Child Protection issue then procedures within the Safeguarding & Child Protection policy will be enforced. (See Page 5 item 7)

**3. Deciding what action to take**

If the person investigating the complaint finds that there is a case to answer, the following methods of redress may be offered:

- An apology
- An explanation
- Action to put things right

The complainant will be informed of the outcome of the investigation as soon as reasonably possible but within 28 days. He/She will also be informed to whom reference can be made if the outcome is not thought to be satisfactory.

**4. Keeping Records** – The person investigating will ensure that:

- Careful records are kept
- The complaint log is completed
- Confidentiality is maintained

**5. Reviewing and Monitoring** – The Manager/Named Director will:

- Review the complaints log termly
- Survey complaints to determine the levels of satisfaction achieved

*The role of the office for Standards in Education, Early Years Directorate (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 in writing at: 0300 123 1231 (general enquires) or 0300 123 4666 (concerns) or  
Ofsted National Business Unit, Piccadilly Gate, Store Street, Manchester M1 2WD.

These details are also displayed on our settings notice board.

- 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 our manager works 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](http://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 our Complaint Investigation Record, which is available for parents and Ofsted inspectors to view on request.

#### **Managing allegations against staff and volunteers**

- The Allegation Management WSCB flowchart has been included in appendix B
- Any report of concern about the behaviour of a member of staff or volunteer, or allegation of abuse against a member of staff must immediately be reported to the Manager who will refer to the appropriate designated officer(s) from the local authority: **Wiltshire Designated Officer: 01225 718079 or 01225 713945**
- Any concern or allegation against the manager will be reported to the nominated director without informing the manager, **this is: Cheryl Stephens**

- Any allegation of abuse will be dealt with in a fair and consistent way that provides effective protection for the child and at the same time supports the person who is the subject of the allegation.
- During the complaint investigation, if a concern is raised suggesting that a child is being abused or neglected, the Designated Safeguarding Lead (DSL, Beverley Smith, needs to be informed immediately; a referral to the Multi-Agency Safeguarding Hub (Children's Social Care) will be considered by the DSL. For more information, please refer to the setting's Safeguarding Policy and 'What to do if you are worried a child is being abused or neglected' Flowchart (January 2018)

**Multi-Agency Safeguarding Hub (MASH) 0300 456 0108**

*Please refer to our Safeguarding Policy for more information about how allegations against staff are handled and concerns about children being abused or neglected referred to Children's Social Care.*

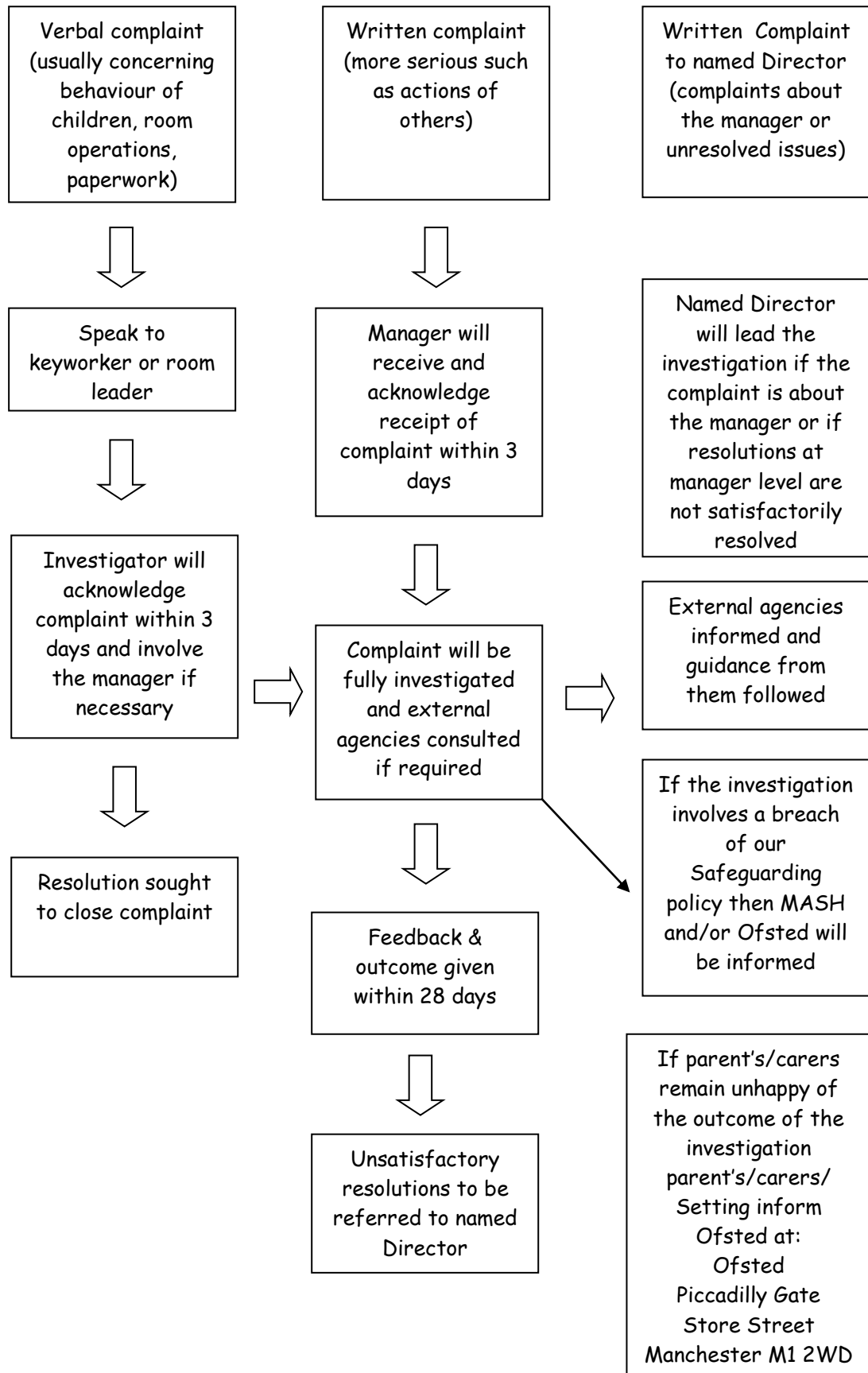
**Whistleblowing – If you have concerns about safeguarding malpractice**

Puddleducks whistleblowing code enables staff to raise concerns or allegations in confidence and for a sensitive enquiry to take place. It is everyone's duty to share their concerns about malpractice with the DSL, Beverley Smith. If this is not possible then the next point of contact is our Director and named Deputy Safeguarding Lead, Cheryl Stephens.

*Please refer to our Whistleblowing Policy for more detailed information.*

# Appendix A

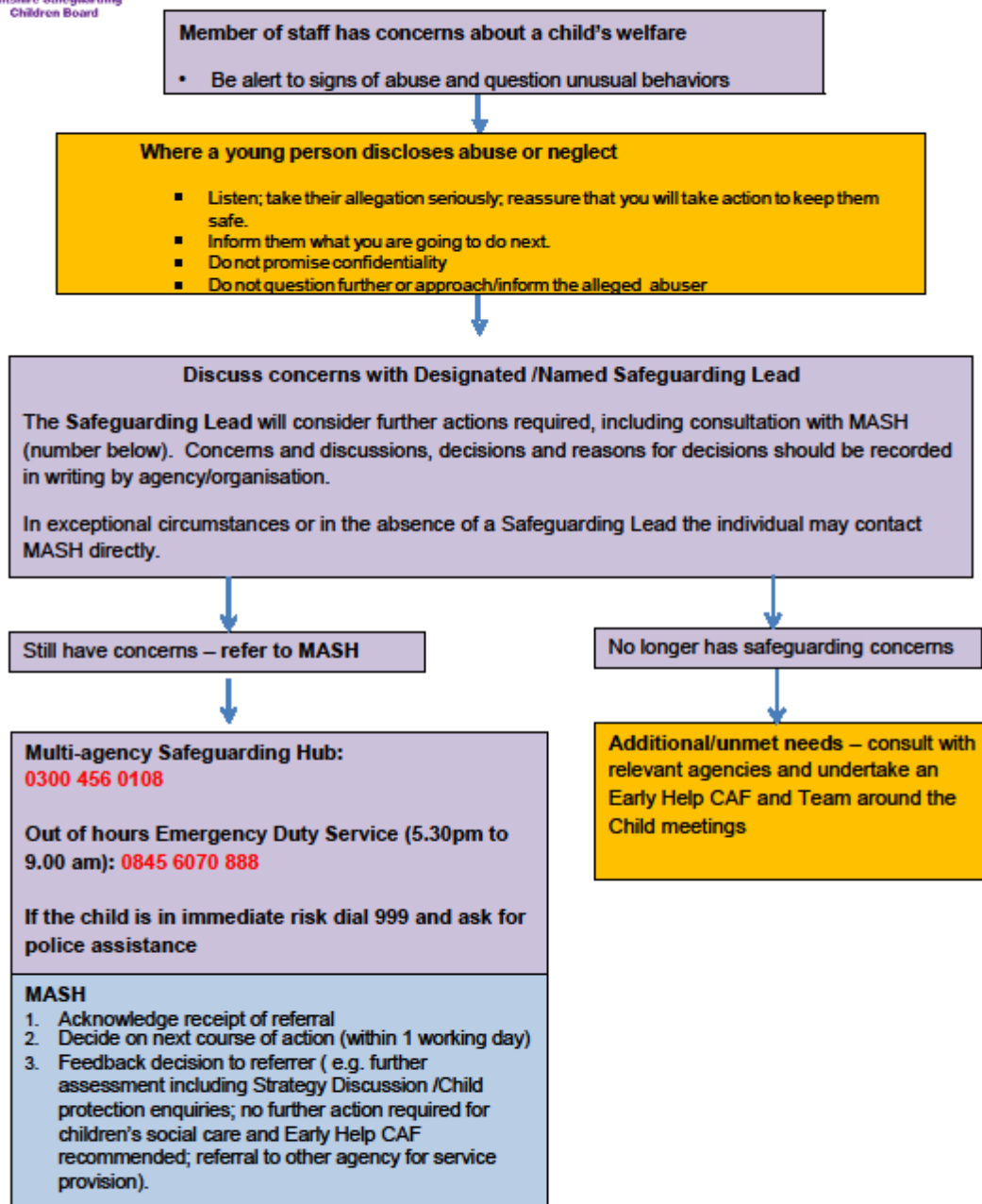
## Flowchart for the Complaints procedure



# Appendix B



## What to do if you are worried a child is being abused and neglected



This flowchart is intended for use as a brief guide. Please refer to the DfE Guidance 'What to do if you're worried a child is being abused' guidance, which includes definitions and possible indicators of abuse (including child sexual exploitation), [www.wiltshirescb.org](http://www.wiltshirescb.org)

## Record of Complaints Log

### Source of Complaint

The EYFS Welfare Requirements places a statutory duty on all early years and childcare providers to investigate all complaints\* made in writing by the parent/carer of a child attending the setting )\*in respect of the welfare requirements only). All verbal complaints are also required to be logged.

Parent in writing / by email

Parent in person

Parent on phone

Ofsted

Staff member

Anonymous

Other

Ofsted complaint number if known

### Nature of Complaint

Tick all Welfare Requirements the complaint relates to.

Safeguarding and promoting children's welfare

Suitable people

Suitable premises, environment and equipment

Documentation

Organisation

### Details of the Complaint

Include specific information, such as dates and times, but NO identifying information of the complainant, children or practitioners involved. Personal information should be stored confidentially and securely separate to the log.

## How the complaint was dealt with

By whom, how and when

- Internal investigation
- Investigation by Ofsted
- Investigation by other agencies (please state) \_\_\_\_\_

Details of any internal investigations should be recorded below.  
If Ofsted has issued any outcome letter, this should be referenced and attached.

## Actions and Outcomes

- Internal actions
- Actions agreed with Ofsted
- Changes to conditions of registration
- Other action taken by Ofsted
- No action
- Actions imposed or agreed with other agencies

Details

## Review of actions

By whom, and when

## Has a copy of this record been shared with parents?

- |                              |   |
|------------------------------|---|
| <input type="checkbox"/> Yes | <input type="checkbox"/> No (if no please state reason) |
|------------------------------|---|



Name of recorder:	Outcome notified to parents (within 28 days for written complaints)
Position:	Date:
Signature:	Date completed:
This complaint log will be available for parents to review on request and will be kept for a minimum of three years from the date of entry.	