

Rainbow Early Years

Complaints procedure

Statement of intent

At Rainbow Early Years (REY) we believe that children and parents/ carers 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 management of REY. 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 management of REY to a satisfactory conclusion for all of the parties involved.

Methods

To achieve this, we operate the following complaints procedure.

How to complain

Stage 1

- Any parent who is uneasy about an aspect of REY's provision talks over, first of all, their worries and anxieties with Jo Clarke, the Manager or in her absence Helen Gorton, Assistant Manager. Alternatively you are welcome to email our office where we will reply as soon as practicable.

Stage 2

- If this does not have a satisfactory outcome, or if the problem recurs, the parent moves to Stage 2 of the procedure by putting the

- concerns or complaint in writing to the Manager and the Chairperson of the Management Committee.
- Most complaints should be able to be resolved informally at Stage 1 or at Stage 2.

Stage 3

- If the parent feels that their complaint is still unresolved they may request a meeting with the Manager and the Chairperson of the Management Committee. Both the parent and the Manager should have a support partner present if required. An agreed written record of the discussion is made. All of the parties present at the meeting sign the record and receive a copy of it.
- This signed record signifies that the procedure has concluded.

Stage 4

- If at the Stage 3 meeting the parent and group cannot reach 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.
- Practitioners or volunteers within the Early Years Alliance (which we are members of) or Wiltshire Council are appropriate persons to be invited to act as mediators.
- The mediator keeps all discussion confidential. They can hold separate meetings with the Group's personnel (Manager and Chairperson of the Management Committee) 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 they give.

Stage 5

- When the mediator has concluded their investigations, a final meeting between the parent, the Manager and the Chairperson of the Management Committee 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 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.

The role of the Office for Standards in Education, Early Years Directorate (Ofsted) and the Area Child Protection Committee.

Parents may approach Ofsted directly at any stage of this complaints procedure. In addition, where there seems to be a possible breach of our 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.

Should you wish to tell Ofsted anything about your child's childcare, you can ring: 0300 123 4666

Or write to:
Ofsted
Piccadilly Gate
Store Street
Manchester
M1 2WD

Email: enquiries@ofsted.gov.uk

Or visit the website: www.ofsted.gov.uk/early-years-and-childcare

These details are displayed on the group's notice board.

If a child appears to be at risk, our group follows the procedures of the Area Child Protection Committee in our local authority.

In these cases, both the parent and the group are informed and the Manager works with Ofsted or the Area Child Protection Committee to ensure a proper investigation of the complaint followed by appropriate action.

Records

A record of complaints against REY and/or the children and/or the adults working at REY is kept, including the date, the circumstances of the complaint and how the complaint was managed.

This individual policy forms part of a larger policy document and should be read alongside our other individual policies.

Date adopted for Rainbow Early Years: January 2005

Date of review: Feb 2017 /Reviewed 8-8-17 by Manager/ Reviewed 14-8-18 by Manager /Reviewed 30-8-19 by Manager/ Reviewed 4-8-20 by Manager

Date of next review: Annually