

# Complaints

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## Complaints at Woodentots

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### **Policy Statement**

Woodentots encourages parents and carers to share any concerns they may have regarding the running of the setting as soon as a problem or issue arises. In this respect the setting believes that dealing with a complaint at an early stage is the best way to prevent a problem from escalating.

The setting would rather know about problems at an early stage so that it can investigate and put into place any necessary adjustments and improvements. Parents should be aware of the complaints procedure and urged to use it in order to try and minimise concerns escalating before they are resolved.

### **The Aims of the Policy**

The aims of this policy are:

- To set out the procedures to be used for making a complaint to the provision, either verbally or in writing
- To establish the procedures to be followed by the provision when dealing with a complaint
- To set out the procedures to be used when a complaint has been made directly to Ofsted about the provision.

### **Complaints Procedure**

There is a Complaints Procedure Booklet to follow:

1. All concerns and complaints will be dealt with courteously and promptly.
2. Confidentiality of those concerned in the complaint (adults and children) will be maintained, with only those who 'need to know' being aware of their identity.
3. Parents will be given a clear procedure as to how to complain which involves:

- a. Talking to the child's key person about their concern, or
  - b. Talking to their manager if the concerns are about the key person, and
  - c. Agreeing a course of action
4. If no agreement can be made then the parent should put the complaint in writing to the provider who must then record the complaint and investigate it, keeping the parent informed. At all times the provider should seek to resolve the concern and agree a course of action with the parent.
  5. Written complaints must be investigated and the outcome reported back to the complainant within 28 days.
  6. Verbal complaints will also be considered and resolved promptly to reach a satisfactory outcome for both the complainant and the provision.
  7. The parent may wish to complain to Ofsted and providers should ensure that parents have the necessary information to do so. Ofsted can be contacted on 0300 123 1231, or at the address given on the Ofsted Poster on the Woodentots Noticeboard.
  8. Any complaint received from Ofsted will be dealt with accordingly within the time-frame set by Ofsted and written records will be kept of all investigations and outcomes. Where appropriate the provider will agree the appropriate course of action with Ofsted.
  9. Written records of complaints must include the date of the complaint, how it was made, the details of the complaint itself, who the complainant was, the EYFS requirement to which it relates, how the complaint was dealt with and by whom, actions proposed or taken, whether the record has been shared with the complainant and when and they must be signed and dated by the staff member who completed the record.
  10. Parents or carers who do not use English as a first language will be provided with an appropriate version of the complaints procedure that they can understand.
  11. Parents or carers with sensory disabilities or special communication needs will be given the appropriate assistance to be able to understand the complaints procedure and register a complaint if they so wish.

### **Implementation**

All staff are responsible for the implementation of this policy. Overall responsibility for ensuring the policy is implemented, monitored and reviewed rests with the manager of the setting.

### **Review**

This policy will be reviewed annually.

### **Training**

All new staff should be made aware of this policy on induction.

As any member of staff may receive a complaint, particularly a verbal one, all staff will be trained in the provision's complaints procedures and how to deal with parental concerns and complaints.

In addition, all staff should be given appropriate training in the skills and techniques necessary to implement the complaints procedure effectively for those who may have access issues.