

**Comments, Compliments and Concerns**

At PLAY PE, we aim to offer a welcome to each individual child and family and to provide a warm and caring environment within which all the children can learn and develop as they play.

We believe 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 value the compliments you make about our provision. We will give prompt and serious attention to any concerns about the running of the provision. 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 procedure for dealing with concerns.

**Our Aim**

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

**Method**

**Stage 1:** Any parent who is uneasy about any aspect of the setting’s provision would first of all talk over any worries and anxieties with their child’s key worker or the Site Manager. Hopefully any problem would be resolved at this point.

**Stage 2:** If this does not have a satisfactory outcome within 14 days, or if the problem reoccurs, the parent moves to Stage 2 of the procedure by putting the concerns or complaint in writing to the Managing Director who will discuss with the Management and a written reply made within 14 days of having received the complaint. Any appropriate action will also be taken.

At this stage the setting Site Manager will note to which specific requirement the complaint relates. Most complaints should be able to be resolved informally at Stage 1 or at Stage 2.

**Stage 3:** The parent requests a meeting with the Site Manager and Managing Director. The parent should have a friend, partner or a parent representative present if required. An agreed written record of the discussion is made to include any action the setting has taken, or proposes to take as a result of the complaint. All of the parties present at the meeting sign the record and receive a copy of it. A summary and conclusion of the complaint, written by the current supervisor will made available to any parent or Ofsted should a request be made for it.

The signed record signifies that the procedure has been concluded.

**Stage 4:** If at the Stage 3 meeting the parent and the setting cannot reach agreement, an external mediator (a representative from BHCC) 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 setting personnel (Site Manager and Managing Director) 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, the Site Manager and the Managing Director 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. The signed record signifies that the procedure has concluded.

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

Parents may wish to approach Ofsted directly at any stage of this complaint’s procedure, however we would advise that all other avenues are exhausted prior to the contacting of Ofsted. Once Ofsted have been informed there is no legal duty for PLAY to continue with the complaint procedure and we will take the advice from our governing body regarding any further actions. 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 Statutory Framework for the Early Years Foundation Stage is adhered to.

The address and telephone number of our Ofsted regional centre are:

Office for Standards in Education, Early Years Directorate (OFSTED),

The National Business Unit,

Ofsted,

Piccadilly Gate,

Store Street, Manchester, M1 2WD.

Telephone No. 0300 123 1231 or e-mail enquiries@ofsted.gov.uk

These details are displayed on our setting’s notice board.

If a child appears to be at risk, our setting follows the procedures of the Local Safeguarding Children Board in our local authority.

In these cases, both the parent and the setting are informed and the setting leader works with Ofsted or the Local Safeguarding Children Board to ensure a proper investigation of the complaints followed by appropriate action.

### Records

A record of complaints against our setting, and/or the children and/or the adults working in our setting is kept safely and in a confidential place for at least three years. This record includes the date, the circumstances of the complaints, how the complaint was managed, which specific legal requirement the complaint related to, source of complaint and complaint conclusion.

We believe that most complaints are made constructively and can be sorted out at an early stage. We also believe that it is in the best interests of the setting and parents that complaints should be taken seriously and dealt with fairly and in a way, which respects confidentiality.

**The address and telephone numbers of our Management are:**

**Directors**

**Leaders: Chris Emment and George Hance**

PLAY PE,

c/o Saltdean Primary School,

Chiltington Way

Saltdean

BN2 8HB

07392735891

**The legal framework that supports this policy is: EYFS**

Childcare Act 2006

**Other Useful Publications**

Complaint Investigation Record 2015

**Links to the Statutory Framework for the Early Years Foundation Stage –** Welfare Requirements – Section 2 Safeguarding and Promoting Children’s Welfare – Information and Complaints

|  |  |
| --- | --- |
| This policy was adopted by: PLAY | Date: 8/12/2022- Annual update |
| To be reviewed: December 2023 | Signed: *Emment* |

This policy was adopted by the Staff and Management at PLAY, November 2016