

PINXTON 0-5 NURSERY SCHOOL CIC

COMPLAINTS POLICY

OCTOBER 2018



Complaints Policy and Procedure

Pinxton 0-5 Nursery School Community Interest Company 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 the nursery and will give prompt and serious attention to any concerns about the running of the nursery. 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 Pinxton 0-5 Nursery School Community Interest Company to a satisfactory conclusion for all of the parties involved.

How to complain

Stage 1

- Any parent who is uneasy or concerned about an aspect of the Pinxton 0-5 Nursery School Community Interest Company provision talks over, first of all, his/her worries and anxieties with the Senior Nursery Nurse.

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 Director of Childcare and all complaints will be answered within 28 days.
- Most complaints should be able to be resolved informally at Stage 1 or at Stage 2.
- Complaints will then be entered onto a nursery complaint form (please see attached).

Stage 3

- If at the Stage 3 meeting the parent and Director of Childcare cannot reach agreement, the parent can request further investigation in writing by another Director.
- Another Director / a named member of the Friends of Pinxton Nursery School CIC who had not directly dealt with the complaint in the first instance will be able to look at the details of the complaint and decide whether or not he or she is in agreement with either party.

Stage 4

- If the complainant is dissatisfied with the outcome of the Director / a named member of the Friends of Pinxton Nursery School CIC investigation they should write to the Friends of Pinxton Nursery School CIC within ten working days of receiving the response, stating why, and request that their complaint be referred to the Complaints Panel Friends of Pinxton Nursery School CIC.
- The hearing is the last school-based stage of the complaints process and is not convened merely to rubber stamp previous decisions.
- Individual complaints would not be heard by the whole Friends of Pinxton Nursery School CIC at any stage, as this could compromise the impartiality of any panel which may be set up for a disciplinary hearing, in the rare circumstances where one is required following a serious complaint.
- The Complaints Panel will comprise three Friends of Pinxton Nursery School CIC who have not previously been involved in the complaint and/or do not have a personal or pecuniary interest.
- The Clerk will convene a meeting of the Complaints Panel within fifteen working days of the request, or as soon as is reasonably practicable. At least five working days before the meeting, members of the Complaints Panel, Director of Childcare and Other Director/ named person complainant should be provided with all papers to be considered at the hearing.
- The Director of Childcare and/or Other Director/ named person complainant should be invited to attend the meeting to state their case. The complainant should be invited to attend the meeting to state their case and should be offered the opportunity to be accompanied by a friend or other adult if they wish. Normally children should not attend.
- The complainant does not have to attend the meeting in which case the Complaints Panel will consider the documentary evidence provided by the complainant and Director of Childcare and/or Other Director/ named person the do not have to attend.
- The role of the panel is to review the earlier investigation and outcome, not conduct a fresh investigation. Therefore new information should not be presented to the hearing.
- Complainants have the right to request an independent complaints panel, if they believe there is likely to be bias in the proceedings. The school will consider such a request, taking account of the reasons given, and the governors will decide whether to agree.

The Panel can:

- Dismiss the complaint in whole or in part
- Uphold the complaint in whole or in part
- Reach a judgement on the appropriate action to be taken to resolve the complaint
- Recommend the consideration of changes to the school's systems or procedures to ensure that problems of a similar nature do not recur

They should consider whether the earlier investigation(s) were conducted appropriately and reasonably, whether the decision of the Director of Childcare and/or Other Director/ named person was reasonable in the light of the information gathered and presented. The panel may determine an alternative outcome to the complaint, based on the same information.

The aim of the hearing is to establish the facts and make recommendations which will assure the complainant that his or her complaint has been taken seriously. The panel should always seek to resolve the complaint and achieve reconciliation between the school and complainant. It is recognised that the complainant may not be satisfied with the outcome, if the hearing does not find in their favour. However it is hoped that they will feel that the consideration of their complaint has been robust.

The Chair of the Panel needs to ensure that that the complainant is notified of the panel's decision, in writing, within 2 working days.

The role of the Office for Standards in Education, Early Years Directorate (Ofsted)

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 requirements of the EYFS are being adhered to.

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

Ofsted
Piccadilly Gate
Store Street
Manchester
M1 2WD Tel: 0300 123 1231

Where Ofsted investigate a complaint, a summary will be published on the Ofsted website if an action has been raised.

If a child appears to be at risk, our nursery follows the procedures set out in our Child Protection policy. In these cases, both the parent and nursery are informed and the Director of Childcare works with Ofsted and the local authority (Social Services Advice and Assessment Team and Child Protection Unit) to ensure a proper investigation of the complaint followed by appropriate action. We inform the local authority Safeguarding & Welfare Officer of all such complaints.

Records

A record of complaints against Pinxton Nursery School Community Interest Company Childcare Centres and/or the children and/or the adults working in the nursery is kept, including the date, the circumstances of the complaint and how the complaint was managed. The complaints log and subsequent materials relating to complaints are kept on file for three years or until the next inspection at the setting.

Parents and professionals can look at individual records of complaints documented on the Ofsted recommended pro-forma but may not look at confidential material including actual complaints in writing from parents or the complaints log/summary of complaints, as this would break confidentiality. Professionals from Ofsted and/or the local authority Safeguarding and Welfare Officer may examine all material in the Complaints File if requested.