



Complaints Procedure Policy

Policy Statement

Earlybirds is committed to providing a safe, stimulating, consistent and accessible service to children and their parents/carers. We always aim to provide high quality services for everyone but accept sometimes things do not always go to plan. In such circumstances, we want to know so that we can put them right and learn from our mistakes.

Earlybirds will ensure that all parents/carers know how to make a complaint about staff or volunteer which may include an allegation of abuse.

This will be done by use of appropriate signage and policy and procedures made available both in the setting (notice board outside kitchen) and on the web site.

General information on Ofsted and how to make a complaint can be obtained from www.ofsted.gov.uk/parents or from the helpline on 0300 123 1231.

This policy constitutes Earlybirds formal complaints procedure. It will be displayed on the premises at all times.

Under normal circumstances, the manager will be responsible for managing complaints. If a complaint is made against the manager, a member of the committee (usually the chair) will conduct the investigation. All complaints made to staff will be recorded in detail.

Stage one

If a parent/carer has a complaint about some aspect of the preschool's activity, or about the conduct of an individual member of staff, it will often be possible to resolve the problem by simply speaking to the individual concerned and/or to the manager. Earlybirds is committed to open and regular dialogue with parent/carers and Earlybirds welcomes all comments on its services, regardless of whether they are positive or negative.

In the first instance, parents/carers are encouraged to speak directly to the relevant member of staff, if deemed appropriate. If not, the manager should be approached, and they will try to resolve the problem. If a satisfactory

Earlybirds Preschool

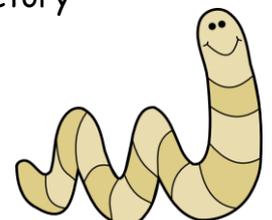
The Valley Children's Centre, The Hayes Cheddar, BS27 3HN

Manager: Kerry Wood Ofsted: EY419174

Tel: 01934 740123

Email: hello.earlybirds@gmail.com

Web: www.earlybirdscheddar.co.uk





resolution cannot be found, then Stage two of the procedure will formally come into operation.

Stage two

If informal discussions of a complaint or problem have not produced a satisfactory resolution to the situation, parents/carers should put their complaint in detail and in writing to the manager. Relevant names, dates, evidence, and any other important information on the nature of the complaint should be included.

Earlybirds will acknowledge receipt of the complaint as soon as possible - within three working days at least - and fully investigate the matter. If there is any delay, Earlybirds will advise the parent/carers of this and offer an explanation. The manager will be responsible for sending them a full and formal response to the complaint.

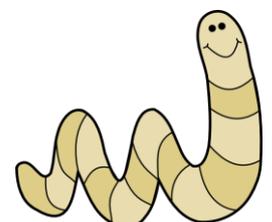
If the manager has good reason to believe that the situation has child protection implications, they should inform Somerset Direct (Somerset Children and young People's Services, Referral team): 0300 123 2224. If any party involved in the complaint has good reason to believe that a criminal offence has been committed, then they will contact the police. This would need to be carried out in conjunction with the settings Child Protection and Safeguarding Policy (Allegation against a member of staff).

The formal response to the complaint from Earlybirds will be sent to the parent/carers concerned within 28 days of the complaint being received and copied to all relevant members of staff if appropriate. The response will include details of any actions taken or that will be taken and amendments to the preschool policies or procedures as a result of the investigation.

The manager will arrange a time to meet the parents/carers concerned and any other relevant individuals, such as members of staff, to discuss the complaint and Earlybirds response to it. The manager will judge if it is best for all parties to meet or if individual meetings are more appropriate.

Earlybirds Preschool

The Valley Children's Centre, The Hayes Cheddar, BS27 3HN
Manager: Kerry Wood Ofsted: EY419174
Tel: 01934 740123
Email: hello.earlybirds@gmail.com
Web: www.earlybirdsheddar.co.uk





If at the end of the process parents/carers remain dissatisfied with the response they have received, the original complaint along with the response will be passed to the registered person who will adjudicate the case.

The registered person (the committee) will communicate a detailed response, including any actions to be taken, to both manager and the parents/carers concerned within 28 working days.

This policy will be reviewed on an annual basis. To be reviewed May 2019.

Signed on behalf of the preschool
Kerry Wood, Manager 18.05.18

Signed on behalf of the committee
Helen Nicholson, Committee Chair 18.05.18

Earlybirds Preschool
The Valley Children's Centre, The Hayes Cheddar, BS27 3HN
Manager: Kerry Wood Ofsted: EY419174
Tel: 01934 740123
Email: hello.earlybirds@gmail.com
Web: www.earlybirdscheddar.co.uk

