



September 2022 Complaints procedure

Olivers Lodge 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 our setting and will give prompt and serious attention to any concerns about the running of the setting. 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.

Olivers Lodge aims to bring all concerns about the running of our setting to a satisfactory conclusion for all of the parties involved.

To achieve this, we operate the following complaints procedure.

All Olivers Lodge settings are required to keep a 'summary log' of all complaints that reach stage 2 or beyond. This is to be made available to parents as well as to OFSTED inspectors.

Making a complaint

Stage 1

- Any parent who has a concern about an aspect of the setting's provision and/or about the conduct of an individual member of staff, initially talks it over with the support manager and/or senior management team.
- Most complaints should be resolved amicably and informally at this stage.
- We will investigate written complains and notify complainants of the outcome of the investigation within 28 days of having received the complaint.

Stage 2

- If this does not have a satisfactory outcome within 28 days, or if the problem recurs, the parent moves to Stage 2 of the procedure by putting the concerns or complaint in writing to the support manager and/or senior management team and the owner.

- Olivers Lodge stores written complaints from parents on the secure computer files. However, if the complaint involves a detailed investigation, the support manger and/or senior management team may wish to store all information relating to the investigation in a separate file designated for this complaint.
- When the investigation into the complaint is completed, the support manger and/or senior management team contacts the parent to inform them of the outcome.
- When the complaint is resolved at this stage, the summative points are logged in the Complaints Summary Record.

Stage 3

- If the parent is not satisfied with the outcome of the investigation, he or she needs to contact the support manger and/or senior management team. If the parent requests a meeting they should have a friend or partner present if required and the leader should have the support of the proprietor, present.
- An agreed written record of the discussion is made as well as any decision or action to take as a result. 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. When the complaint is resolved at this stage, the summative points are logged in the Complaints Summary Record.

Stage 4

- If at the Stage 3 an agreement cannot be reached, 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.
- The mediator keeps all discussion confidential. They can hold separate meetings with the setting personnel (support manger and/or senior management team and owner) 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 support manger and/or senior management team 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 Local Safeguarding Children Board.

- Parents may approach OFSTED directly at any stage of this complaints procedure. In addition, where there seems to be a possible breach of the setting's registration requirements, it is essential to involve OFSTED as the registering and inspection body with a duty to ensure the Early Years Guidelines are adhered to.
- The address and telephone number of OFSTED is:

OFSTED
National Business Unit
Piccadilly Gate
Store Street
Manchester M1 2WD

**Telephone number:
0300 123 4666**

- 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 setting are informed and the support manager and/or senior management team works with OFSTED or the Local Safeguarding Children Board to ensure a proper investigation of the complaint, 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, including the date, the circumstances of the complaint and how the complaint was managed.
- The outcome of all complaints is recorded in the Complaints Summary Record which is available for parents and OFSTED inspectors on request.