

## COMPLAINTS POLICY

This document is produced for staff working with the children at Pixies, and is a point of reference for families and others visiting the setting. Within this document 'staff' refers to all persons directly involved in the care of children at this setting, irrespective of their employment status, and includes students, trainees and volunteers.

### **Aims and objectives**

At Pixies we believe that children and parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes. Parents may from time to time experience concerns and need to address them. Most complaints are made constructively and can be sorted out at an early stage. It is in the best interests of the setting and the family that complaints are taken seriously are dealt with fairly and in confidence.

### **Concerns.**

A parent/carer who is uneasy about any aspect of the setting's provision should in the first instance discuss their concerns at any time during working hours with the Proprietor, Paula Cowell or in her absence her Manager. All concerns will be appropriately recorded. If this does not have a satisfactory outcome and the parent/carer wishes to make a complaint this will be documented and signed by all parties and then fully investigated, a response to which should be received within two to three days.

### **Complaints.**

Most complaints should be resolved at this stage. However, if the matter is not sorted out to the complainant's satisfaction then they should again contact the proprietor/officer-in-charge to try to reach an appropriate resolution.

The Proprietor will keep all discussion confidential and written records will be kept of any meetings/discussions held in respect of the complaint.

In the unlikely event that a complaint is raised against a member of staff, the proprietor Paula Cowell will arrange to meet with the complainant/s to discuss and document the complaint. Paula will then meet with the staff member concerned to discuss and document their response. If the complaint is in regard to Safeguarding Children, the member of staff will suspended whilst the matter is investigated. All complaints will be reported to Ofsted.

### **The Registering Authority.**

In some circumstances it may be necessary to contact the registering authority.

The Early Years Directorate of Ofsted (Office for standards in Education) is the department responsible for registration and inspection for Day Care provision for children under the age of eight. It is their duty to ensure that requirements as laid down in 'The National Standards' are adhered to. Should a complainant wish to take any further actions in the event of a complaint not being resolved then they may contact:

#### **OFSTED**

The National Business Unit  
Piccadilly Gate, Store Street  
Manchester M1 2WD  
0300 123 1231

**Last updated: September 2014**

THIS IS A WORKING DOCUMENT. ALL STAFF ARE REQUIRED TO SIGN AND DATE IT WHEN THEY HAVE REFERRED TO IT

Read by:

Date: