

Complaints Policy and Procedure

Policy statement

AACC management Committee believes that children, parents and carers are entitled to expect courtesy and prompt, careful attention to their needs and wishes. We welcome suggestions on how to improve our settings and will give prompt and serious attention to any concerns about the running of both pre-school and after school club. 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. We aim to bring all concerns about the running of our setting to a satisfactory conclusion for all of the parties involved.

This policy constitutes AACC formal complaints procedures.

In the case of a complaint, the manager works with Ofsted or the Local Safeguarding Children Board (LSCB) to ensure a proper investigation of the complaint, followed by appropriate action.

Emergency

If a child is in immediate danger or left alone, you should contact the police or call an ambulance (Call 999).

If a child appears to be at risk AACC Designated Person for Safeguarding will follow the referral procedure of the Local Safeguarding Children Board in our local authority.

<https://www.safeguardingcambspeterborough.org.uk/>

Procedure

All 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. A full procedure is set out in the Early Years Alliance publication Summary Complaints Record which acts as the summary log for this purpose.

Making a complaint:

Stage 1

Any parent/carer who has a concern about an aspect of AACC provision or about the conduct of an individual member of staff can simply speak to the individual concerned, pre-school manager, after school club co-ordinator or the Chair of the Management Committee.

Most complaints should be resolved amicably and informally at this stage.

A written record should be taken of the conversation and any actions taken.

Stage 2

If this does not have a satisfactory outcome, or if the problem recurs, the parent/carer moves to this stage of the procedure by putting the concerns or complaint in writing to the pre-school manager, after school club manager and the Chair of the Management Committee. For parents/carers who are not comfortable with making written complaints, there is a template form for recording complaints in the above-mentioned publication; the form may be completed with the person in charge and signed by the parent/carer.

AACC will file written complaints from parents/carers in the child's personal file in a secure locker. However, if the complaint involves a detailed investigation, the pre-school manager, after school club manager/chair of the management committee may wish to store all information relating to the investigation in a separate file designated for this complaint.

We will acknowledge receipt of the complaint as soon as possible, within 3-7 working days, and respond to a formal written complaint with the outcome of the investigation and the decision within 28 days.

When the investigation into the complaint is completed, the pre-school manager, after school club co-ordinator or chairperson meets with the parent/carer to discuss 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/carer is not satisfied with the outcome of the investigation, they should request a meeting with the pre-school manager, after school club manager and the Chair of the Management Committee. The parent/carer should have a friend or partner present if they wish and the pre-school manager and after school club manager should have the support of the Chairperson or a member of the Management Committee.

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 meeting the parent/carer and setting cannot reach agreement, 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.

Staff or volunteers within the Early Years Alliance Law Call are appropriate persons to be invited to act as mediators.

The mediator keeps all discussions confidential. They can hold separate meetings with the setting personnel (pre-school manager, after school club manager and Chair of the Management Committee) and the parent/carer, 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/carer, the pre-school manager, after school club manager and the Chair of the Management Committee is held. The purpose of the 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.

Ofsted:

Parents/carers 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 Welfare Requirements of the Early Years Foundation Stage are adhered to.

[Ofsted Complaints](#)

Records

A record of complaints against our setting and/or the children and/or 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 Summary Complaints Record which is available for parents and Ofsted inspectors on request.

All records of complaint are stored according to our Data Protection Policy and the Data Protection Act 2018.

Rights of the Child:

The management committee holds with the highest regard the rights of the children within our setting. The management committee and staff have read and are all aware of the articles on the rights of the child published by Unicef. The following articles are related to safeguarding.

Convention on the Rights of the Child – UNICEF

[UNICEF - Rights of the Child](#)

Monitoring and Review:

This policy will be monitored by the administrator and the manager AACC and will be reviewed at least annually.

Risk assessments will be carried out regularly by the trustees of the committee and the staff and management of AACC

ADOPTION AND ANNUAL REVIEW OF THE POLICY

This policy was adopted at a meeting of: **Abington Community Out Of School Club (GAPS.)**

Print Name: RUTH BEACH

Date: 04/01/2018

Role: ADMINISTRATOR

This policy was reviewed on:	Signature and name:	This policy was amended on:	Signature and name:
		05/06/2018	R Beach

Abington Annexe Community Childcare (AACC)
Charity No: 1198508 Ofsted No: 221689 (*pending new number)

26/11/2018	R Beach		
20/08/2021	R Beach		
11/05/2022	R Beach		
06/11/2022	E Turner	06/11/2022	E Turner
06/02/2023	E Turner	06/02/2023	E Turner