



For the benefit of this policy Laura Green Trust – which is the governing body of Greenshoots Pre-school and Wraparound care is hereafter referred to as Greenshoots.

Complaints and Compliments Policy and Procedure

Greenshoots believes children and parents/carers are entitled to expect courtesy and prompt, careful attention to their needs and wishes. We wish to work with parents/carers and the community and we welcome suggestions on how to improve the group at any time.

We hope that at all times parents/carers are satisfied with the service we provide and we encourage parents/carers to voice their appreciations to staff concerned in the day to day care of their children.

We record all compliments and share these with the staff to whom the compliment is attributed.

At all times in a complaints issue the group's confidentiality policy will be followed. Any parent/carer who has any concerns about any aspect of the provision can use any of the following procedures:-

Making a complaint:-

Stage 1

- Any parent/carer who has a concern about an aspect of the setting's provision should first of all talk over their concerns with their child's key person.
- Most complaints should be resolved amicably and informally at this stage.

Stage 2

- If this does not have a satisfactory outcome, or if the problem recurs, the parent/carer should put the concerns or complaint in writing to the Pre-School managers and give a copy of the letter to the chair of Laura Green Trust. For parents who are not comfortable with making written complaints, there is a template form for recording complaints entitled 'Records of complaint log'; the form may be completed with the Pre-School managers and signed by the parent/carer. Spare forms can be found in the Reception area notice board or in the green paperwork folder under the Reception desk.
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- The complaints form can be anonymous and will be kept on file for 3 years or until the next inspection if required.
- If the complaint is about the Pre-School manager(s), then the Chair of the Trust will deal with it. If the complaint involves the Chair, then the Vice Chair or another Trustee of the committee will deal with it. The same process, detailed below, should be followed.

- Written complaints from parents/carers are filed in the 'Complaints Log' folder. However, if the complaint involves a detailed investigation, the Pre-School manager(s) 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 Pre-School Manager(s) (or Chair if they have been dealing with the complaint) meets with the parent/carer to discuss the outcome.
- Parents/carers must be informed of the outcome of the investigation within 28 days of making the complaint.
- When the complaint is resolved at this stage, the summary is logged in the 'Complaints Log' folder. The manager(s) should also advise the Chair that the complaint has been resolved.

Stage 3

- If the parent/carer is not satisfied with the outcome of the investigation, he or she should request a meeting with the Pre-School manager(s) and the Chair of the Trust. The parent/carer should have a friend or partner present if required and the manager should have the support of the Chair of the Trust, or another Trustee. Depending on the context of the complaint, it may be prudent for the Chair to talk to both the parent and the staff member separately and then arrange the meeting with all parties to resolve the situation.
- 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 Log' folder.

Stage 4

- If at the stage three meeting the parent/carer and Pre-School cannot reach an 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.
- Local Authority Early Years Advisors are appropriate persons to be invited to act as mediators.
- The mediator keeps all discussions confidential. He/She can hold separate meetings with the Pre-School personnel 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 she gives.

Stage 5

- When the mediator has concluded her/his investigations, a final meeting between the parent/carer, the Pre-School manager(s) and the Chair of Laura Green Trust 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 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 that the Welfare Requirements of the Early Years Foundation Stage are adhered to.
- These details of how to contact Ofsted are displayed on the Pre-School notice board.
- If a child appears to be at risk, we follow our Child Protection / Safeguarding Policy.
- In these cases, both the parent/carer and setting are informed and the Pre-School manager(s) work with Ofsted or the Local Safeguarding Children Board to ensure a proper investigation of the complaint, followed by appropriate action.
- In most cases where Ofsted receive concerns, complaints or other information about childcare providers that suggests they may not be meeting the requirements of the Early Years Foundation Stage, they will undertake an inspection to ensure that the provider continues to meet requirements and remains suitable for registration. Inspections that are triggered by a complaint, concern or incident will be known as 'priority inspection' or 'brought forward inspections'. Priority and brought forward inspections arise from concerns or information that Ofsted risk assess. Ofsted then decide to carry out an inspection within five to 30 days. An inspection within five days is a priority inspection, and one within 30 days is a brought forward inspection.
- Ofsted will investigate before inspection where the information is so serious it involves other agencies such as the police or child protection services. The Early Years' Service recommends that you contact the Early Years Safeguarding and Welfare Officer as soon as possible with details of any significant concerns or incidents. If the concern is very minor Ofsted will refer it back to the provider to deal with and will check what has been done at the next inspection.

Records

- A record of complaints against the Pre-School and/or the children and/or the adults working in the pre-school is kept, including the date, the circumstances of the complaint and how the complaint was managed.
- All settings are required to keep a summary log of all complaints that reach stage two or beyond. This is made available to parents as well as to Ofsted inspectors

Contact Names and details

Pre-School Address - Greenshoots Pre-School and Wraparound Care,
Laira Green Trust, C/O Laira Green Primary School, Bramley Road, Laira, Plymouth, PL3 6BP.
Telephone Number - 01752 228272
Name of Managers - Natalie Landricombe and Kerry Whitehead

Chair of Laira Green Trust - Lisa Bickford

Contact details - Laira Green Trust, C/O Laira Green Primary School, Bramley Road, Laira, Plymouth, PL3 6BP.

Telephone Number - 01752 228272 (via the Pre-school)

Ofsted Address - National Business Unit, Piccadily Gate, Store Street, Manchester, M1 2WD.

Telephone Number - 0300 123 1231

Early Years Safeguarding and Welfare Officer (Maria Hollett) – 07795121445 or 01752 398037

This policy was adopted on:

Signed on behalf of Laira Green Trust - Greenshoots Pre-school and Wraparound Care

Chairperson, Laira Green Trust:

Greenshoots Manager (Strategy and Support):

Laira Green Trust, c/o Laira Green Primary School, Bramley Road, Laira, Plymouth, Devon, PL3 6BP.

Telephone: 01752 228272. Registered Charity No: 1136071 Registered Company No: 7110815 England & Wales.

