

# The Exwick Ark Policies and Procedures

Policy reviewed on 10/11/17

## Complaints Procedures

We aim to offer a welcome to each individual child and family and to provide a warm and caring environment within which all children can learn and develop as they play.

We believe children and parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes. Our intention is to work in partnership with parents and the community generally and we welcome suggestions on how to improve our group at any time.

### **Making concerns known**

- A parent who is uneasy about any aspect of the group's provision should first talk over any worries and anxieties with a pre-school manager Paula Stone or Harri Sharp.
- If this does not have a satisfactory outcome within a couple of weeks, or if the problem recurs, the parent should put the concerns or complaint in writing and request a meeting with the Manager(s) of the Exwick Ark. Both parents and the leader should have a friend or partner present if required and an agreed record of the discussion should be made on a complaint form. See Appendix.
- All complaints made in writing, verbal or in electronic form from parents, which relate to one or more of the Welfare Requirements must be investigated. The parent who made the complaint will be provided with an account of the findings and of any action taken within 28 days. A written record of the complaint, any action taken, and the outcome of any investigation will be made. A summary of the complaint will be made available for any parent of a child in the nursery who requests it and to OFSTED. Records will be kept for a period of 10 years from the date on which the record was made. A complaints record folder can be found on the window ledge in the Parents/carers meeting room.

### **Most complaints should be resolved informally or at this stage**

- If the matter is still unresolved to the parent's satisfaction, the parent should again contact the manager.
- If the parent and group cannot reach agreement, an external mediator will be invited, one who is acceptable to both parties, to listen to both sides and advice. A mediator has no legal powers but can help clarify the position. An Early Years Advisor from Devon County Council can be available as mediator if both parties wish it.
- The mediator will help define the problem, review the action so far and suggest further ways in which it might be resolved. The mediator will keep all discussions confidential. She/he will meet the group if requested and will keep an agreed written record of any meetings that are held and of any advice that has been given.

### **The role of Ofsted**

In some circumstances it will be necessary to bring in Ofsted, who have a duty to ensure laid down requirements are adhered to. Ofsted would be involved if a child appeared to be at risk or where there seemed to be a possible breach of registration requirements (see Welfare Standards in Early Years Foundation Stage Books held by Managers and Staff). In these cases parent and The Exwick Ark would be informed and the Devon Early Years Development Worker will work with Ofsted to ensure a thorough investigation of the complaint followed by appropriate action. Tel 0300 123 1231

*We believe that most complaints are made constructively and can be sorted at an early stage. We believe that it is in the best interests of the nursery and Parents that complaints are taken seriously and dealt with fairly and in a way which respects confidentiality.*

Signed

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