



Complaints Procedure

Statement of Intent

Dandelions Pre-School and Out of School Club believes that staff, children, parents and visitors to the setting are entitled to expect courtesy and prompt, careful attention to their needs and wishes. We welcome suggestions on how to improve Dandelions and will give prompt and serious attention to any concerns about the running of Dandelions. 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 which will be carried out within 28 days.

Aim

We aim to bring all concerns about the running of our setting to a satisfactory conclusion for all parties involved within 28 days.

To achieve this, we operate the following complaints procedure.

How to complain

Stage 1

- Any parent who is uneasy about an aspect of Dandelions provision firstly talks over, his/her worries and anxieties with the Manager. The complaint is logged in the complaints folder (forms enclosed) recording the name, date, time, complaint/ concern, action taken and the signature of the staff member.

Stage 2

- If this does not have a satisfactory outcome, or if the problem recurs, the parent moves to Stage 2 of the procedure by putting the concerns or complaint in writing to the Manager. Most complaints should be able to be resolved informally at Stage 1 or at Stage 2.

Stage 3

- The parent requests a meeting with the Keyworker and the Manager. The parent should have a friend or partner present if required. An agreed written

record of the discussion is made. All parties present at the meeting sign the record and receive a copy of it.

- This signed record signifies that the procedure has concluded.

Stage 4

- If at the Stage 3 meeting the parent and Dandelions cannot reach agreement, members from the Committee are invited to help to settle the complaint. This person or persons should be acceptable to both parties, listen to both sides and offer advice. The Committee can help to define the problem, review the action so far and suggest further ways in which it might be resolved.
- The Committee keeps all discussion confidential. The Committee can hold separate meetings with the Dandelions personnel and the parent if this is decided to be helpful. The members of the Committee keep an agreed written record of any meetings that are held and of any advice that is given.

Stage 5

- When the Committee has concluded their investigations, a final meeting between the parent, the Keyworker and the Manager is held. The purpose of this meeting is to reach a decision on the action to be taken to deal with the complaint. The Committee's advice is used to reach this conclusion. The Committee 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 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 our registration requirements, it is essential to involve Ofsted as the registering and inspection body with a duty to ensure that the Early Years Foundation Stage Statutory Framework is adhered to.

In these cases, both the parent and Dandelions are informed, and the setting manager works with Ofsted or the Local Safeguarding Children Board to ensure a proper investigation of the complaint followed by appropriate action.

The address and telephone number of our Ofsted regional centre are:

OFSTED
Piccadilly Gate
Store Street
Manchester M1 2WD
Tel: 0300 1234666 (complaints)

These details are displayed on Dandelions notice board.

If a child appears to be at risk, Dandelions follows the procedures of the Local Safeguarding Children Board in our local authority.

Records

A record of complaints against Dandelions and/or the children and/or the adults working in Dandelions is kept, including the date, the circumstances of the complaint and how the complaint was managed in Dandelions complaints folder.

Adopted November 2014

Reviewed December 2015

Reviewed January 2017

Reviewed/ amended November 2017