



## **Complaints Procedure**

*Review date : July 2021*

*Reviewed by: Phil Parker*

We aim to bring all concerns about the running of our provision to a satisfactory conclusion for all of the parties involved.

### **Methods**

We operate the following complaints procedure for dealing with complaints against our setting. We will investigate all written complaints, including those relating to the Early Years Foundation Stage requirements, and notify complainants of the outcome of the investigation within 28 days of having received the complaint.

We also keep a Complaint Summary Log of all complaints received, action taken and the outcomes. Thus when completing this record, we will bear in mind the need for appropriate confidentiality. This log is stored at our FUNDA Head Office.

### **Making a complaint**

#### Stage 1

- Any person, parent or other, who has a concern about an aspect of our provision talks over, first of all, his/her worries and anxieties with the camp leader on site.
- Most concerns 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 person / parent moves to Stage 2 of the procedure by putting the concerns or complaint in writing to FUNDA Quality Assurance Leader Alex Ralph.
- The setting stores written complaints from parents in the child's online account. However, if the complaint involves a detailed investigation, the Quality Assurance Leader may wish to store all information relating to the investigation in a separate file designated for this complaint. All other complaints will be stored in a separate appropriate file.
- The setting will investigate all written complaints and will record the process that was taken to ensure the complaint was fully investigated, eg interviews, reviews of records; who was involved in the investigation; any referrals made to an external agency (eg local authority environmental health department or social services).

- Details of the outcome of the investigation will include, any action(s) identified by the setting; any action set or taken by Ofsted; any action taken by another external agency, where permission to do so has been given; the outcome of the investigation, identifying any areas where it is felt improvements to the setting could be made; if a member of staff was dismissed following the investigation (and under what circumstances) [if this was due to the fact they placed a child at risk of significant harm, they may need to be referred onto the Independent Safeguarding Authority's barred list – advice can be sought from the ISA and Ofsted].
- When the investigation into the complaint is completed, the Quality Assurance Leader meets with the complainant to discuss the outcome where appropriate. A separate letter to the person / parent who made the complaint giving more detail may also be issued, if requested or we think it is appropriate.
- When the complaint is resolved at this stage, the summative points are logged in the Complaints Summary Log and filed in the Complaints folder.

### Stage 3

- If the person/parent is not satisfied with the outcome of the investigation, he or she requests a meeting with FUNDA Chief Operating Officer Phil Parker. They should have a friend or partner present if required and the Chief Operating Officer should have the Chief Executive Officer present.
- 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 Log and filed in the Complaints folder.

### Records

- A record of complaints against our setting and/or the children and/or the adults working in our setting is kept, including the date, the circumstances of the complaint and how the complaint was managed and the outcome.
- This information is recorded in the Complaints Summary Log (using a Complaints Summary Log record sheet) which is available for any parent or staff member of the setting to view where appropriate.
- We will keep the record of concerns and complaints for at least three years.
- We must provide Ofsted, on request, with a written record of all complaints made during any specified period, and the action which was taken as a result of each complaint.

**FUNDA**

**Complaints record**

<b>Date of complaint:</b>			
<b>A: Source of complaint</b>			
Parent (in writing, including email) <sup>5</sup>	<input type="checkbox"/>	Staff member	<input type="checkbox"/>
Parent (in person)	<input type="checkbox"/>	Anonymous	<input type="checkbox"/>
Parent (phone call)	<input type="checkbox"/>	Ofsted (include complaint number if known)	<input type="checkbox"/>
		Other (please state)	<input type="checkbox"/>
<b>B: Nature of complaint (please tick all boxes that the complaint relates to)</b>			
EY Register	<input type="checkbox"/>	Organisation	<input type="checkbox"/>
Safeguarding and promoting children's welfare	<input type="checkbox"/>	Documentation	<input type="checkbox"/>
Suitable people	<input type="checkbox"/>	Learning and Development	<input type="checkbox"/>
Suitable premises, environment and equipment	<input type="checkbox"/>	Compulsory Register	<input type="checkbox"/>
		Voluntary Register	<input type="checkbox"/>
Please give details of the complaint:			

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<sup>5</sup> Regulations require providers to investigate all complaints notified to them, in writing, by a parent of a child attending the setting.

<b>C: How it was dealt with</b>		
Internal investigation	<input type="checkbox"/>	
Investigation by Ofsted	<input type="checkbox"/>	
Investigation by other agencies	<input type="checkbox"/>	
(please state)		

Please give details of any internal investigation or attach any outcome letter from Ofsted:

**D: Actions and outcomes**

Internal actions	Y/N	
Actions agreed with Ofsted	Y/N	
Changes to conditions of registration	Y/N	
Other action taken by Ofsted	Y/N	
No action		
Actions imposed or agreed with other agencies	Y/N	

Please give details:

<b>Has a copy of this record been shared with parents?</b>	<b>Yes / No</b>
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<b>Name of recorder:</b>	<b>Outcome notified to parent: Yes</b> (within 28 days for EY Register) <sup>6</sup> (within 20 days for Voluntary/Compulsory Register) <sup>7</sup> <b>Date:</b>
<b>Position:</b>  <b>Name:</b>  <b>Signature:</b>	<b>Date Completed:</b>

<sup>6</sup> Regulations require providers to give an account of the findings of the investigation into the complaint and any action taken to the parent who made the complaint, within 28 days of the date of the complaint for the Early Years Register and <sup>7</sup>within 20 days of the date of the complaint for the Voluntary and Compulsory Childcare Register.

### **How to complete the complaints record**

You are not required to use this complaints record. If you wish to use a different form it must include all of the information held in this record. Ofsted will check your complaints record at all inspections from October 2005.

When completing the record, you should bear in mind it must be shared with any parent who asks to see it as well as with Ofsted. It is important to maintain appropriate confidentiality when filling in the record. This means that you should not name the person making the complaint or any persons (adults and children) that relate to the complaint.

#### **A. Source of complaint**

You need to record here who made the complaint. Where people complain to Ofsted, we will normally refer all such complainants to you in the first instance. Where Ofsted carries out an investigation into your continued suitability to provide childcare following a complaint, we will tell you of the outcome of our investigation. Where we do this, you should enter Ofsted as the source and the Ofsted complaint number, if known.

#### **B. Nature of complaint**

The record is intended only for complaints relating to the Early Years Foundation Stage. You must record here one or more of the welfare requirements to which the complaint refers. If you are unsure, you should refer to your EYFS pack. You must record all details associated with the complaint, taking care not to name individuals. For example, use 'child A', staff member B'.

#### **C. How it was dealt with**

You must provide information on how you investigated the complaint. You will need to record:

- the process that you took to ensure that the complaint was fully investigated, such as interviews, reviews of records.
- who was involved in the investigation without identifying any individual's names in the complaint, including staff or any child.

- any referrals you made to an external agency, for example local authority environmental health departments or social services.

#### **D. Actions and outcomes**

You must provide details about the outcome of your investigation. You will need to record:

- any action(s) identified by you.
- any actions set or taken by Ofsted.
- any action taken by another external agency, where you have their permission to do so.
- the outcome of your investigation, identifying any areas where you feel you could make improvement to your provision.
- if you dismissed any members of staff following the investigation and if so, under what circumstances. If you have dismissed a member of staff for misconduct, because they placed a child at risk of significant harm, you may need to refer the individual for inclusion onto the Protection of Children Act (POCA) list. You can find out how to do this by ringing Ofsted on 08456 404040.

You must share an account of the findings of your investigation and the actions, if any, that you took or you intend to take as a result of your investigations with the parents who made the complaint, and at the request of any parent of a child in your care at the setting. You must do this within 20 or 28 days from the date the complaint was made, dependent upon under which register the child sits. You can do this by sharing this record. If they ask you to do so, or if you think it is appropriate, you should send a separate letter to the parent who made the complaint, giving more detail.