

## COMPLAINT POLICY

Ramas Daycare strives to deliver a high-quality standard to all within our community, in which parents/carers and children are treated with respect and courtesy at all times.

We welcome suggestions on improvements and frequently asks for feedback from parents so that their needs can be met. Any concerns will be dealt with without delay and it is our aim that all parents feel comfortable to voice their opinions, safe in the knowledge that they will be listened and responded to, with a reasonable conclusion for all concerned.

### METHODS

We are required by Ofsted to keep a summary of complaints that reach stage 2 and beyond and should be made available to parents as well as Ofsted. The Setting Manager follows the complaints policy using a complaint summary log.

### MAKING A COMPLAINT

**Stage 1** - at this stage the parent and practitioner should be able to talk through complaints and deal with them to a reasonable resolution.

**Stage 2** - occurs if stage 1 either reoccurs or fails to meet a reasonable outcome. At this stage the parents put their concerns in writing to the manager, which is placed in a filing cabinet in the manager office. The Setting Manager must meet with the parents once the matter has been investigated to discuss the outcome.

**Stage 3** - if the parent is still unhappy s/he may request a meeting with the manager. The parents must be informed that s/he may bring a representative with them for support. Minutes of the meeting must be taken accurately including the decisions that have been jointly made. All parties must sign to say that they agree with the document, and they will receive a copy of it. At this point the signing should signify a conclusion to the matter, and the points must be logged.

**Stage 4** - If stage 3 is not completed through lack of agreement, an external mediator is invited in to help settle the complaint. The mediator would be someone who is deemed acceptable to all parties and an individual who can listen, offer advice and be impartial to the proceedings. Their role is to merely offer suggestions (it must be noted that they have no legal power to make decisions). The mediator keeps records of conversations and meetings (and his/her advice) and can hold separate meetings with both parties if deemed a more acceptable form of resolution.

**Stage 5** - occurs when the mediator calls a meeting for all parties and the advice is delivered in order to make a decision, which is acceptable to all parties. A record is kept of the meeting and everyone is asked to sign the record and then receives a copy of it. If signed, this indicates that the matter is resolved.

### THE ROLE OF OFSTED

Parents may contact Ofsted at any stage of the proceedings if they have concerns regarding the settings registration requirements. The details of which are located on the parents notice board, together with the Ofsted registration number. Ofsted will investigate

any claims that they feel is necessary, which may result in actions being taken for the setting to address, evaluate and monitor. The outcome of all complaints is recorded in the complaint's summary record, which is available for parents and Ofsted inspectors on request.

#### Early Years Funding

Any complaints with regards to how we deliver funding or how we offer the free entitlement should be made to Bromley Council Early Years Department.