



Making a complaint

Policy Statement

Little Pips believes that children and parents are entitled to expect courtesy and prompt, careful attention to their needs. We welcome suggestions on how to improve our setting and will give prompt and serious attention to any concerns about the running of Little Pips. 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. We aim to bring all concerns about the running of Little Pips to a satisfactory conclusion for all of the parties involved.

Procedures

- Any parent who has a concern about an aspect of the settings provision should talk over their concerns with the Little Pips Manager, Hollie Westlake.
- Most complaints should be resolved amicably and informally at this stage.
- If this does not have a satisfactory outcome, or if the problem recurs. The parent should put their concern in writing to the, Headteacher.
- All complaints are held centrally by the Little Pips Manager.
- Any investigation will be carried out by the Manager. On completion the Manager and/or Headteacher will meet with the parents to discuss the outcome. The parent should have a partner or friend present if required.
- When the complaint is resolved at this stage, a summary and action points are logged in the Complaints Record.

- An agreed written record of the discussion is made as well as any decision or action to take as a result. All parties present at the meeting signed the record and receive a copy of it.
- This signed record signifies that the procedure has concluded.
- Parents may approach Ofsted at any stage of this complaints procedure. In addition, where there seems to be a possible breach of the Nursery registration requirements, it is essential to involve Ofsted as the registering and inspection body with a duty to ensure the Welfare Requirements of the Early Years Foundation Stage are adhered to.
- Ofsted contact details are as follows:
Address: Ofsted, Telephone number: 0300 123 1231
National Business Unit,
Picadilly Gate,
Store Street,
Manchester,
M1 2WD.

Records

- A record of complaints against Little Pips and/or the children and/or the staff working in Little Pips, including the date, the circumstances of the complaint and how the complaint was managed.
- The outcome of all complaints is recorded and stored securely.