

Safeguarding and Welfare Requirement: Information and Records

Providers must put in place a written procedure for dealing with concerns and complaints from parents and/or carers.

Wigwam Forest School Ltd

6. Complaint's Procedure

Policy statement

We believe that children and parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes. We welcome suggestions on how to improve our provision and will give prompt and serious attention to any concerns about the running of the provision. We anticipate that most concerns will be resolved quickly, by an informal approach with 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 our provision to a satisfactory conclusion for all of the parties involved.

Procedures

All provider are required to keep a written record of any complaints that reach stage two and above, and their outcome. This is to be made available to parents, on request.

Making a complaint

Stage 1

- Any parent who has a concern about an aspect of our setting's provision talks over his/her concerns with the owner Natalie Gafford.
- Most complaints should be resolved amicably and informally at this stage.
- We record the issue, and how it was resolved.

Stage 2

- If this does not have a satisfactory outcome, or if the problem recurs, the parent moves to this stage of the procedure by putting the concerns or complaint in writing.

July 2021

- We stores all information relating to written complaints from parents in a secure file.
- When the investigation into the complaint is completed, the owner meets with the parent to discuss the outcome.
- We inform parents of the outcome of the investigation within 28 days of him/her making the complaint.
- When the complaint is resolved at this stage, we log the summative points in our Complaint Investigation Record.

Stage 3

- If the parent is not satisfied with the outcome of the investigation, we invite an external mediator to help to settle the complaint. This person should be acceptable to both parties, listen to both sides and offer advice. A mediator has no legal powers, but can help us to define the problem, review the action so far and suggest further ways in which it might be resolved.
- Staff, volunteers or staff from the school are appropriate persons to be invited to act as mediators.
- The mediator keeps all discussions confidential. S/he can hold separate meetings with our us and the parent, if this is decided to be helpful. The mediator keeps an agreed written record of any meetings that are held and of any advice s/he gives.

Stage 4

- When the mediator has concluded her/his investigations, a final meeting between the parent and owner is held. The purpose of this meeting is to reach a decision on the action to be taken to deal with the complaint. The mediator's advice is used to reach this conclusion. The mediator 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 Local Safeguarding Children Board

- If a child appears to be at risk, we follow the procedures of the Local Safeguarding Children Board.
- In these cases, both the parent and our setting are informed and our owners work with the Local Safeguarding Children Board to ensure a proper investigation of the complaint, followed by appropriate action.

Records

- A record of complaints in relation to our provision, or the children or the adults working in our setting, is kept for at least three years; including the date, the circumstances of the complaint and how the complaint was managed.
- The outcome of all complaints is recorded in our Complaint Investigation Record, which is available for parents and Ofsted inspectors to view on request.

April 2018

| | | |
|---|--------------------------|---------------------------|
| This policy was adopted by | Natalie Gafford | <i>(name of provider)</i> |
| On | July 2021 | <i>(date)</i> |
| Date to be reviewed | July 2021 | <i>(date)</i> |
| Signed on behalf of the provider | Wigwam Forest School Ltd | |
| Role of signatory (e.g. chair, director or owner) | Directorm Owner | |