

Royal Naval Pre-school Learning Organisation.

Safeguarding children

### Complaints Procedure.

At Jack & Jill's childcare we believe children, parents, staff, students and volunteers are entitled to expect courtesy and prompt, careful attention to their needs and that of their children,

Our intention is to work in partnership with parents and the community in general and we welcome suggestions on how to improve our groups at any time, this can be done using the comments, complaints, and compliments forms.

Making your concern known.

All settings are required to keep a 'complaints file' of all complaints that are made; some of the complaints can be made verbally to the staff, or as a letter of complaint to the manager or to the Area Co-coordinator or Trustees. Ofsted will ask to look at this file when they inspect the childcare setting.

Staff are encouraged to follow the same process if they have a complaint. The organisations grievance procedure is attached to the back of the contract of employment for staff and within the staff handbook pack given to all staff.

Ofsted can also be contacted through the posters displayed around the settings.

Maria Hollett Plymouth City Council 's Early Years safeguarding and Welfare officer will need to be aware of any complaint against the setting at Emma- [JanePimlott@Plymouth.gov.uk](mailto:JanePimlott@Plymouth.gov.uk).

Which ever way a complaint is made it will be logged in the complaints file for the setting.

This book is available to Ofsted inspectors and parents if requested.

A parent who is uneasy about any aspect of the pre-school provision should first talk over any worries and anxieties with the manager. Most complaints should be resolved amicably and informally at this stage.

If this does not have a satisfactory outcome or the problem reoccurs, the parent should put their concerns, complaint in writing to the manager, the Area Co-ordinator or the Chair of Trustees.

When the investigation into the complaint has been completed, the manager or Area Coordinator meets with the parent to discuss the outcome.

When the complaint is resolved at this stage, the summative points are logged in the complaints file.

If the parent is not happy with the outcome of the investigation, a meeting with the manager, Area Coordinator or Chair of Trustees can be arranged. The parent having someone to accompany them i.e. a friend, the manager having management support.

A written record of any discussion is made as well as any decision or action taken as a result. All are parties to sign it.

This signed record signifies that the procedure has concluded, and this is recorded in the complaints file.

If an agreement cannot be settled, an external mediator may be called in to help settle the complaint. A mediator holds no power

but can listen to both parties, review the actions taken so far and suggest further ways to help.

Pre- school learning Alliance or ACAS are appropriate persons for this role.

When the mediator has concluded their investigation etc a final meeting is held between parent, the setting and the manager, Area Coordinator, Chair etc. the purpose of the meeting is to reach a final decision on the action taken to deal with the complaint.

A record of this meeting will be taken and everyone receives a copy of it. This signifies that the procedure has concluded.

Parents may approach Ofsted directly at any stage of the complaints procedure. If parents have a concern there is a possible breach of settings requirements Ofsted as the registering body must be contacted.

Applications, Regulatory and Contact (ARC) Team

OFSTED

Piccadilly Gate

Store St

Manchester

M1 2WD

Telephone 0300 123 1231(complaints and enforcements)

Contact for Area Co-coordinator.

Mrs. J.Jenkins

1 Tiverton Close

Widewell

Plymouth

PL6 7EN 01752 - 788345

Mr R Talbot- RNPSLO Chair

07796503158

We believe that most complaints are made constructively and can be sorted out at an early stage. We also believe that it is in the best interest of the pre-school and parents that complaints should be taken seriously and dealt with fairly and in a way which respects confidentiality.

Any complaint made in writing will be investigated and replied to in writing by 28 days.

Further to the new GDPR legislation if you have concerns about the way your data is handled and remain dissatisfied after raising your concern with RNPSLO, you have the right to complain to the Information Commissioner Office (ICO). The ICO can be contacted at Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or [ico.org.uk/](http://ico.org.uk/)

Date

Signature.