



Complaints Procedure

Statement of Intent

Brambly House believes that children and parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes within the framework of our policies and procedures. We anticipate that most concerns will be resolved quickly by an informal approach to the appropriate member of staff and if necessary an apology made to parents. If this does not achieve the desired result, we have a set of procedures for dealing with concerns.

Aim

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

Methods

To achieve this, we operate the following complaints procedure

How to complain

Stage 1

- Any parent who is uneasy about an aspect of the setting's provision talks over, first of all his/her worries with Tamsyn and Andrea. These concerns are recorded by Brambly House, individual cases are discussed with staff member mentioned by parents and an apology offered by staff member to parents. This should be done in person with the support of Andrea and Tamsyn.

Stage 2

- If this does not have a satisfactory outcome, or if the problem reoccurs or remains unresolved, the parent moves to Stage 2 of the procedure by putting their concerns/complaint in writing to Tamsyn and Andrea.
- Most complaints should be able to be resolved informally at Stage 1 or Stage 2

Both stages 1 and 2 are written up by Tamsyn/Andrea and discussed at a meeting with staff member and parents to ensure all details and ways forward have been agreed and all parties feel supported in the outcome and resolution of the issue raised.

Stage 3

- The parent requests a meeting with Tamsyn and Andrea. Both the parent and management should have a friend or partner present if required. An agreed written record of the discussion is made and all parties present at the meeting sign the record and receive a copy of it. This signed record signifies that the procedure has concluded.



Complaints Procedure (continued)

Stage 4

- If at the Stage 3 meeting the parent and the setting cannot reach an agreement, an external mediator is invited to help 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 to define the problem, review the action so far and suggest further ways in which it might be resolved
- Our Early Year's Adviser, Sarah Nelmes would be an appropriate person to be invited to act as mediator
- The mediator keeps all discussion confidential she/he can hold separate meetings with the pre-school personnel (Tamsyn and Andrea) and the parent, if this is decided to be helpful. The mediator keeps an agreed written record or any meetings that are held and of any advice she gives.

Stage 5

- When the mediator has concluded her/his investigations, a final meeting between the parent and the pre-school managers 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 the 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. The signed record signifies that the procedure has concluded.

The role of the Office for Standards in Education, Early Years Directorate (Ofsted) and the SSCB.

Parents may approach Ofsted directly at any stage of this complaint's procedure. In addition, where there seems to be a possible breach of our registration requirements, it is essential to involve Ofsted as the registering and inspection body with a duty to ensure the National Standards for Day Care are adhered to.

The address and telephone number of our Ofsted regional centre is: **0300 123 1231, Ofsted, Piccadilly Gate, Store Street, Manchester M1 2WD**

These details are displayed on our pre-school's notice board:



If a child appears to be at risk, our pre-school follows the procedures of the SSCB.

In these cases, both the parent and pre-school are informed and the pre-school leader works with Ofsted or SSCB to ensure a proper investigation of the complaint is followed by appropriate action.



Complaints Procedure (continued)

Records

A record of complaint against our pre-school and/or the child and or the adults working in our pre-school is kept, including the date, the circumstances of the complaint and how the complaint and how the complaint was managed.

This policy was adopted at a meeting of Brambly House Montessori School.

Tamsyn Hendry and Andrea

Date 12/09/24