



Complaints Procedure

July 2020

Statement of intent

YMCA Childcare believes that children, parents and carers are entitled to expect courtesy and prompt, careful attention to their needs and wishes. We welcome suggestions on how to improve our nursery and out of school club and will give prompt and serious attention to any concerns about the running of the setting. 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.

Aim

We aim to bring all concerns about the running of our setting to a satisfactory conclusion for all of 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 provision talks over, first of all, their worries and anxieties with the Room Leader.

Stage 2

- If this does not have a satisfactory outcome, or if the problem recurs, the parent moves to Stage 2 of the procedure by putting the concerns or complaint in writing to the Childcare Manager.
- Most complaints should be able to be resolved informally at Stage 1 or at Stage 2.

Stage 3

- The parent requests a meeting with the Childcare Manager. The parent may wish a friend or partner present. An agreed written record of the discussion is made. All of the parties present at the meeting sign the record and receive a copy of it.
- This signed record signifies that the procedure has concluded.

Stage 4

- If at the Stage 3 meeting the parent and Childcare Manager cannot reach agreement, the parent should put their disagreement in writing for the Childcare Manager to review with the Childcare Programme Manager.
- The Childcare Programme Manager will review the complaint and respond within 5 working days.





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Stage 5

- Any unresolved complaints will be put in writing, stating why all previous actions are unsatisfactory to the CEO and Board. The CEO will respond within 5 working days.

The role of the Office for Standards in Education, Early Years Directorate (Ofsted) and Local Authority's Safeguarding Children's Boards

Parents may approach Ofsted directly at any stage of this complaints 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 Early Years Foundation Stage requirements are adhered to.

The telephone number of our Ofsted regional centre is:

For general enquires – 0300 123 1231

For complaints – 0330 0123 4666

These details are displayed on our childcare notice boards.

If a child appears to be at risk, our setting follows the procedures of the Local Authorities Safeguarding Board.

In these cases, both the parent and setting are informed and the Childcare Manager works with Ofsted and the Local Authority Safeguarding Board to ensure a proper investigation of the complaint followed by appropriate action.

Records

A record of complaints against our settings and/or the children and/or the adults working in our settings is kept, including the date, the circumstances of the complaint and how the complaint was managed.

This policy was adopted on:	Signed on behalf of YMCA Childcare:	Date for review:
07.07.2020	A.Spence	06.07.2021

