

# COMPLAINTS PROCEDURE

## Amendment History

Revision	Author	Description of change	Date
1	Karen Walls	Amendment history added to policy and general changes in policy wording	October 2005
KASC policy	Carol Hooper	Adapted from adopted Kineton Playgroup policy	August 2006
2	Karen Walls	Update footer	September 2006
3	CH/SM	Add reference to Ofsted at beginning of procedure, following recommendations of Ofsted report 11 June 2008; update footer	June 2008
4	CH/ SM	Checked, no change required	October 08
5	CH/AF	Add reference to complaint procedure for manager; change board to board. Add complaints form pro forma to computer system rather than photocopy	October 09
6	CH/AF	Change of Ofsted number	October 2010
7	CH/AF/ HS	Included reference to whistle blowing	October 2011
8	CH/HS	Reviewed, no changes	October 2012
9	CH/HS	Re-printed, no changes	June 2013
10	CH/KG	Add reference to Whistle Blowing Policy	September 2014
11	CH	Reviewed, no changes	October 2015
12	CH	Replace reference to local children's board with MASH and new contact details	November 2016
13	CH & SF	Reviewed, no substantive changes	February 2018
14	CH & SF	Amended complaints form to fully reflect procedure	January 2020
15	CH	Reviewed, no substantive changes	July 2022
16	CH, TH & XF	Reviewed, procedure to be discussed and updated	July 2023

17.	TH	Steps added and clear timeframe for acknowledging complaints added	October 2024
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# COMPLAINTS PROCEDURE

## 1. WHO CAN MAKE A COMPLAINT?

This complaints procedure is not limited to parents or carers of children that are registered at Playgroup. Any person, including members of the public, may make a complaint to Kineton Playgroup about any provision of facilities or services that we provide. Unless complaints are dealt with under separate statutory procedures (such as appeals relating to exclusions or admissions), we will use this complaints procedure.

## 2. THE DIFFERENCE BETWEEN A CONCERN AND A COMPLAINT

A concern may be defined as 'an expression of worry or doubt over an issue considered to be important for which reassurances are sought'. A complaint may be defined as 'an expression of dissatisfaction however made, about actions taken or a lack of action'. It is in everyone's interest that concerns and complaints are resolved at the earliest possible stage. Many issues can be resolved informally, without the need to use the formal stages of the complaints procedure. Kineton Playgroup takes concerns seriously and will make every effort to resolve the matter as quickly as possible.

## 3. HOW TO RAISE A CONCERN OR COMPLAINT

Complaints may be informal (discussed and resolved verbally) or formal (put in writing or by e-mail). Anyone may contact Ofsted at any time before or during the process set out in this policy should they have any concerns to raise or comments to make about the setting: Ofsted's contact number is **0300 123 1231**, its website is [www.ofsted.gov.uk](http://www.ofsted.gov.uk).

It is important to note that in circumstances when it is alleged that an individual who works with children has:

- behaved in a way that has harmed a child, or may have harmed a child;
- possibly committed a criminal offence against or related to a child;
- or behaved towards a child or children in a way that indicates they may pose a risk of harm to children

this procedure will not be used, but the 'managing allegations against people who work with children procedure' will apply instead. No one will be prejudiced by raising a legitimate concern.

If anyone has any concerns about any aspect of playgroup or KASC they may always contact Ofsted on the above number, Warwickshire County Council Early Years team on 01926 742633 or Warwickshire's Multi Agency Safeguarding Hub (MASH) on 01926 414144 (out of hours 01926 886922).

If someone has a complaint about something or somebody in the setting, they should approach the Manager (or deputy where appropriate) in the first instance and request a mutually convenient time to discuss the concerns. If the Manager has a complaint, they should speak to the chair or vice chair of the board.

If the matter cannot be resolved satisfactorily through discussion with the Manager (or chair) then a formal complaint may be made.

Formal complaints need to be put in writing and include as much supporting evidence as possible and should be described as a formal complaint. Supporting evidence should include dates, times, a brief outline of the nature of the complaint, who or what it is against and what actions are expected to be taken. Complaints need to be written in a concise, logical and legible way and should be addressed to the Manager. Ofsted should be informed by the Manager, without delay, that a formal complaint has been made against something or someone in the registered provision.

## **5. TIME SCALES**

When a formal complaint is submitted it is reasonable to expect a written reply in acknowledgement of receipt of the complaint within 5 working days, as well as some indication from the Manager of how and when the complaint will be addressed. The person making the complaint should be kept informed about any actions taken concerning the complaint.

A complaint must be raised within three months of the incident or, where a series of associated incidents have occurred, within three months of the last of these incidents. We will only consider complaints made outside this time frame if exceptional circumstances apply. We will consider complaints made outside term time to have been received on the first school/academic day after the holiday period.

## **6. RESOLVING THE COMPLAINT**

When a formal complaint has been fully investigated, and this might mean confidential interviews with other staff or parents where necessary, the Manager should ensure that the person who made the complaint is informed, in writing, of the outcome.

If the person who made the complaint is not satisfied with how it is being dealt with at any stage, or the outcome of any investigation at any point in the procedure set out in this policy, then the complaint can be referred to Ofsted for formal investigation.

## **7. WITHDRAWAL OF COMPLAINT**

If a complainant wants to withdraw their complaint, we will ask them to confirm this in writing.

Should the complaint be regarding a child on roll, the formal complaints process will immediately cease should the child be removed from Playgroup's roll.

*The attached form (Appendix 1) must be used to record any formal complaints made, and a copy filed in the Complaints folder.*

# STATEMENT OF PROCEDURE FOR FORMAL COMPLAINTS

## APPENDIX 1 – COMPLAINTS FORM

*PLEASE PRINT IN BLACK INK*

Name of registered provision	
Name of person raising issue	
Contact details of person raising issue	
Availability for discussion	Yes / no Preferred date and time:
Who or what is the issue concerning?	
Brief outline of the nature of concern or complaint	
Outline of the circumstances	

Date and time of the circumstances leading to the issue being raised	date:  time:
Initial action taken by person raising issue	
Action requested from registered person in charge (note all formal complaints are referred to Ofsted in all circumstances)	

I wish to make a formal complaint and request that my complaint is acknowledged and investigated by the registered person in charge as soon as possible, and that I am informed of the outcome.

Signed by person raising issue	
Name	
Date	