

# **KLOISTERS KINDERGARTEN**

## **Safeguarding and Welfare Requirement: Information and records**

### **COMPLAINTS/CONCERNS PROCEDURE**

Kloisters Kindergarten believes 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 setting (Suggestion Box), and will give prompt and serious attention to any concerns about the running of the setting. We anticipate that most concerns/comments will be resolved quickly by an informal approach to the appropriate member of staff. All classrooms have their own concerns/comments and racist incidents log books to note such concerns/comments.

These log books are checked bi-monthly by the Manager to check what concerns/comments have been made and to compare with other rooms as well as check for trends. If a typical trend is seen, then these are tackled quickly before a formal complaint is made. If it does not achieve the desired result, we have a set of procedures for dealing with complaints. We aim to bring all concerns about the running of Kloisters Kindergarten to a satisfactory conclusion for all parties involved.

#### **The Purpose**

This policy is intended to ensure a common approach to complaints. It is further intended that parents will be clear what to expect from us when a complaint is made.

#### **Points of Principal**

Complaints should be taken seriously and time should be found if at all possible to listen to the complaint and offer an explanation.

Any event in which a parent is expressing unhappiness with our system or service is counted as a complaint/concern. All settings are required to keep a 'summary log' of all complaints that have not reached a satisfactory outcome. This is to be made available to parents as well as Ofsted inspectors.

If any member of staff is in any doubt about whether to take a matter further or uncertain how to respond then they should refer the complainant to the Manager.

The Kindergarten should never be afraid to apologise when it has made an error or its systems have failed in any way.

### **Making a complaint**

- . If this does not have a satisfactory outcome, or if the problem recurs, the parent/carer moves to the stage of putting their concerns or complaint in writing to the Manager of the setting.
- . For parents who are not comfortable with making written complaints, there is a template form for recording complaints in the Complaint Investigation Record; the form may be completed with the Manager and signed by the parent/carer.
- . If the complaint involves a detailed investigation, the Manager will store all information relating to the investigation in a separate file designated for this complaint (Complaints folder).
- . When the investigation into the complaint is completed, the Manager will meet with the parent/carer to discuss the outcome.
- . Parents/carers will be advised of the outcome of the investigation within 28 days of making the complaint.

### **Statement to Parents**

We are always interested to know what you feel about the way in which the Kindergarten operates and keeps you informed of events. We try to be good listeners to your suggestions and concerns.

If the occasion should arise when you have cause for complaint then we promise to hear your concern, record it, follow it up, keep you informed and make improvements where necessary. So don't delay and tell a member of staff what is on your mind.

We would like to try to make sure that no one else need experience that same problem in the future.

If the problem cannot be resolved by the Kindergarten, the phone number of **Ofsted complaints is 0300 123 1231 and this is also displayed on our notice board in the lobby. Ofsted address is Piccadilly Gate, Store Street, Manchester, M1 2WD**

If a child is at risk, Kloisters follow the procedures of the Local Safeguarding Children Board in our local authority (Medway Safeguarding Children Board).

### **Records**

A record of complaints against Kloisters and/or the children and/or the adults working in our setting is kept for at least 3 years, including the date, the circumstances of the complaint and how the complaint was managed.

The outcome of all complaints is recorded in the Summary Complaints Record which is available for parents and Ofsted inspectors on request.

The Information Commissioner's Office (ICO) can be contacted if you have made a complaint about the way your data is being handled and remain dissatisfied after raising your concern with us. For further information about how we handle your data, please refer to the Privacy Notice given to you with your enrolment pack and is also on our website.. 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)

**OFSTED COMPLAINTS NO IS: 0300 123 1231**

**. *Policy links – ALL POLICIES***

This policy was amended by	Kloisters Kindergarten	<i>(name of provider)</i>
Reviewed on	29.11.18	<i>(date)</i>
Date to be reviewed	09/2020	<i>(date)</i>
Signed on behalf of the provider		
Name of signatory	Mrs N Bromley	
Role of signatory (e.g. chair, director or owner)	Manager	