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Charity ref: 1147389
Ofsted: EY457353

Complaints Procedure

Statement of intent

Our setting 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 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 and complaints.

Aims

We aim to bring all concerns about the running of our setting to a satisfactory conclusion for all of the parties concerned.

Methods

To achieve this, we operate the following complaints procedure. All settings are required to keep a 'summary log' of all complaints. This is to be made available to parents as well as to Ofsted inspectors.

Making a Complaint

1. Any parent who has a concern about an aspect of the setting's provision talks over, first of all, his/her worries and anxieties with the setting leader/manager. Most concerns should be resolved at this point.
2. If this does not have a satisfactory outcome, all written complaints must be logged in the complaints records (see complaints file).
3. When the investigation into their complaint is completed, the setting leader or manager meets with the parents to discuss the outcome within 28 days.
4. Some complaints/incidents must be notified to Ofsted by the manager or the chair of committee within 14 days.
5. If the parent is not satisfied with the outcome of the investigation, he/she can request a meeting with the manager and chairperson. The parent should have a friend or partner present if required and the manager should have the support of the chairperson of the management committee, present. An agreed written record of the discussion is made as well as any decision or action to take as a result. 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. When the complaint is resolved at this stage, the summative points are logged in the complaints record.
6. If at this stage the parent and setting cannot reach agreement, an external mediator is invited to help to 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. Staff or volunteers within the Pre-School Learning Alliance are appropriate persons to be invited to act as mediators. An agreed written record of the discussion, as well as decision or action should be made. All parties present sign this record and receive a copy.

The role of the Office for Standards in Education, Early Years Directorate (Ofsted) and the Area Safeguarding Children Committee

1. Parents may approach Ofsted directly at any stage of this complaints procedure. In addition, where there seems to be a possible breach of the Ark's registration requirements, it is essential to involve Ofsted as the registering and inspection body.
 2. The address and telephone number of our Ofsted regional centres are.
Ofsted, Piccadilly Gate, Store Street, Manchester M1 2WD 0300 123 1231
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This policy was adopted at a staff meeting of The Children's Ark:

Signed..... Print Name.....

Dated.....

And at The Children's Ark committee meeting:

Signed by chairperson..... Print Name.....

Dated.....

Date of review.....