

Complaints and Compliments Procedure.

Statement of Intent

Eduplay mobile crèche, MFC crèche and the FFB service aim to provide the highest quality care for all our children. We aim to offer an individual welcome to each child and their family whilst providing a warm and caring environment within which all children can learn and develop as they play.

We believe children and parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes. Our intention is to work in partnership with parents/carers and the community generally and we welcome suggestions on how to improve our services at any time. We anticipate many concerns can be resolved quickly by an informal approach to the appropriate member of staff. If this does not achieve the desired result, the following procedures should be followed.

Making Concerns Known

Stage 1

- A parent/carer who is uneasy about any aspect of our provision should first of all meet and talk over any worries and anxieties with the Eduplay Manager/Deputy.

Most complaints should be resolved informally at this initial stage.

Stage 2

- If this does not have a satisfactory outcome within an agreed time frame, or if the problem recurs, the parent/carer should put the concerns or complaint in writing to the Eduplay mobile crèche, MFC crèche or FFB Service Manager/Deputy (See appendix 1).
- The setting stores written complaints from parents in the child's personal file. However if the complaint requires a detailed investigation the Eduplay Manager/Deputy may choose to store all information relating to the investigation in a separate file.
- When the investigation into the complaint is completed the Manager/Deputy will meet with the parent to discuss the outcome.
- When the complaint is resolved at this stage, a summary will be logged in the Complaints Summary Record.

Stage 3

- If the parent is not satisfied with the outcome of the investigation he or she requests a meeting with the Eduplay Manager and the Health for All Enterprises Operations Manager. Parents/carers should have a friend, partner present if required and an agreed written record of the discussion should be made. All the parties present at the meeting should 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, a summary will be logged in the Complaints Summary Record.

Stage 4

- If at the stage 3 meeting an agreement cannot be reached an external mediator, one who is acceptable to both parties will be invited to listen to both sides and offer advice. A mediator has no legal powers but can help define the problem, review the action so far and suggest further ways in which it might be resolved.
- Staff or volunteers within the organisation are appropriate persons to be invited to act as mediators.
- The mediator will keep all discussions confidential. S/he can hold separate meetings with the staff personnel (the Service Manager and the Health for All Enterprises Operations Manager and the parent/carer, if this is decided helpful. The mediator will

keep an agreed written record of any meetings that are held and of any advice s/he has given.

Stage 5

- When the mediator has concluded her/his investigations, a final meeting between the parent, the Service Manager and the Operations Manager of the Trading Arm 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 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 involvement of a mediator represents the final stage in the complaints procedure. We aim to bring all concerns to a satisfactory conclusion for all of the parties involved.

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

- Parents may approach Ofsted directly at any stage of this complaints procedure. In addition, where there appears 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 (EYFS) is adhered to. (See Appendix 3 "OFSTED concerns and complaints about childcare providers")
- The address, and telephone number of our Ofsted regional centre is:
OFSTED National Business Unit
Royal Exchange Building,
St Anne's Square,
Manchester.
M2 7LA.
Helpline: 0300 1231231
Website: www.ofsted.co.uk/parents.
- These details are displayed on the parents information board located in the main entrance. Parents/carers are informed about these procedures during the induction process.

Records

- A record of complaints against our services and/or the children and/or the adults working within our services is kept, including the date, the circumstances of the complaint and how the complaint was managed.
- The outcome of all complaints is recorded in the Complaints Summary Record which is available for parents/carers and OFSTED inspectors on request.

Compliments

- A member of staff may wish to record positive verbal comments given by new and regular users of our services, but will require a signature from the individual to verify the content.

Evaluation.

- Customers, service users/beneficiaries will be invited to complete an Eduplay evaluation form. This provides the opportunity to share their views and opinions of the service whilst giving us valuable feedback to review and improve our services.