

Complaints and Compliments Procedure

EYFS Statutory framework: 3.74, 3.75

At Viking Junior Academy we believe that children, young people and parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes. We hope at all times parents are happy with the service provided and we encourage parents to voice their appreciation to the staff concerned.

EYFS Themes and Commitments

A Unique Child	Positive Relationships	Enabling Environments	Learning and Development
1.2 Inclusive practice	2.1 Respecting each other 2.2 Parents as partners	3.2 Supporting every child 3.4 The wider context	

We welcome suggestions on how to improve our setting and will give prompt and serious attention to any concerns about that parents may have. Any concerns will be dealt with professionally and promptly to ensure that any issues arising from them are handled effectively and to ensure the welfare of all children, enable ongoing cooperative partnership with parents and to continually improve the quality of the setting.

We anticipate that most concerns will be resolved quickly by an informal approach to the appropriate senior member of staff. If this does not achieve the desired result, we have a formal procedure for dealing with complaints where we are not able to resolve a concern. Where any concern or complaint relates to child protection, we follow our Safeguarding/Child Protection Policy

We aim to bring all concerns raised to a satisfactory conclusion for all the parties involved, to achieve this we operate the following complaints procedure:

Stage 1

- If any parent should have cause for concerns or any queries regarding the care or early learning provided by the settings, they should in the first instance take it up with the settings Manager or Deputy Manager.

Stage 2

- If the issue remains unsolved or parents feel they received an unsatisfactory outcome, or if the problem recurs, then they must present their concerns in writing as a formal complaint to the settings Manager. The manager will then investigate the complaint and report back to the parent.

The manager will document the complaint fully and the actions taken in relation to it in the complaints log book.

**Most complaints should be able to be resolved informally at Stage 1 or at stage 2.
All complaints must be responded to within 28 days of receipt of a letter.**

Stage 3

- If the matter is still not resolved, the setting will hold a formal meeting between the manager, parent and the proprietor to ensure that it is dealt with comprehensively, the parent may also have a partner or friend present if required. 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 the matter cannot be resolved to their satisfaction, then parents have the right to raise the matter with Ofsted. Parents are made aware that they can contact Ofsted at any time they have a concern, including at all stages of the complaints procedure, and are given information on how to contact Ofsted. Ofsted is the registering authority for settings in England and investigates all complaints that suggest a provider may not be meeting the requirements of the setting's registration. It risk assesses all complaints made and may visit the setting to carry out a full inspection where it believes requirements are not met.

A record of complaints will be kept in the setting. The record will include the name of the complainant, the nature of the complaint, date and time complaint received, action(s) taken, result of any investigations and any information given to the complainant including a dated response.

Parents will be able to access this record if they wish to; however, all personal details relating to any complaint will be stored confidentially and will be only accessible by the parties involved. Ofsted inspectors will have access to this record at any time during visits to ensure actions have been met appropriately.

Contact details for Ofsted:

Email: enquiries@ofsted.gov.uk

Telephone: 0300 123 1231

By post:

Ofsted
Piccadilly gate
Store Street
Manchester
M1 2WD

Parents will also be informed if the setting becomes aware that they are going to be inspected and after inspection the setting will provide a copy of the report to parents and/or carers of children attending on a regular basis.

This procedure was adopted on	Signed on behalf of the setting	Date for review
December 2015		December 2016