
Complaints Procedure

Statement of intent

YMCA Bath Group believes that children and parents are entitled to expect courtesy and prompt, careful attention to their individual needs and wishes. We welcome suggestions on how to improve our childcare settings and will give prompt and serious attention to any concerns raised. 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.

Aim

We aim to bring all concerns about the management of our childcare to a satisfactory conclusion for all of the parties involved.

Methods

To achieve this, we operate the following complaints procedure. All settings are required to keep a 'summary log' of all complaints that reach stage 2 or beyond. This is to be made available to parents as well as to Ofsted inspectors. We make information available to parents and/or carers about how to contact Ofsted, if they believe that the setting is not meeting the Early Year's Foundation Stage (EYFS) requirements. This information is displayed on the notice board in the main reception area. Vexatious or malicious complaints will also be investigated and the Chief Executive will decide what actions to take next.

Stage 1

- Any parent who has a concern about an aspect of the childcare setting's provision talks over, first of all, his/her worries and anxieties with the child's key person, the room leader or a senior member of staff.
- Most complaints should be resolved amicably and informally at this stage.

Stage 2

- If this does not have a satisfactory outcome, or if the problem recurs, the parent moves to Stage 2 of the procedure by putting the concerns or complaint in writing to the nursery or preschool manager or the Director of Children's Services of YMCA Bath Group.
- The setting stores written complaints from parents in the child's personal file. However, if the complaint involves a detailed investigation, the Nursery or Preschool Manager may wish to store all information relating to the investigation in a separate file designated for this complaint. Information may be stored in a folder electronically securely on our IT system.
- The manager or the Director of Children's Services will investigate the complaint.
- When the investigation into the complaint is completed, the Director and/or the Nursery or Preschool Manager writes to the parents or meets with them to discuss the outcome.
- When the complaint is resolved at this stage, the summative points are logged in the Complaints Summary Record.

Stage 3

- If the parents are not satisfied with the outcome of the investigation, they may request a meeting with the nursery or preschool manager and /or The Director of Children's Services to discuss the matter further.

YMCA enables people to develop their full potential in mind, body and spirit. Inspired by, and faithful to, our Christian values, we create supportive, inclusive and energising communities, where young people can truly belong, contribute and thrive.

- An agreed written record of the meeting 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.
- Any staffing/disciplinary matters will be confidential to YMCA Bath Group.
- A written record signifies that the procedure has concluded. When the complaint is resolved at this stage, the summative points are logged in the Complaints Summary Record.

Stage 4

- If the parent is not happy with the outcome of the complaint, they may write to the Chief Executive of the YMCA Bath Group who will investigate the complaint himself and reply in writing to the parent, setting out the results of the investigation and the actions that will be taken as a result of the complaint.
- A written record signifies that the procedure has concluded. When the complaint is resolved at this stage, the summative points are logged in the Complaints Summary Record.

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 is a possible breach of the setting's registration requirements, it is essential to involve Ofsted as the registering and inspection body with a duty to ensure the requirements of the Statutory Framework for the Early Years Foundation Stage are adhered to.
- The address and telephone number of our Ofsted regional centre are:

National Business Unit
Ofsted
The National Business Unit
Piccadilly Gate
Store Street
Manchester
M1 2WD

Telephone: 0300 123 1231

- These details are displayed on our setting's notice board.
- The Early years registration number is on the Ofsted certificate displayed.
- If a child appears to be at risk of harm or has suffered harm, we follow the procedures of the Multi-Agency Safeguarding Hub (MASH) in our local authority.
- In these cases, both the parent and setting are informed and the manager works with Ofsted or the Multi-Agency Safeguarding Hub to ensure a formal or informal investigation of the complaint, followed by appropriate action.

Records

- A record of complaints against our setting and/or the children and/or the adults working in our setting 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 and Ofsted inspectors on request.
- All of our record keeping is covered by our Privacy Statement and any requirements for sharing or providing information are dealt with by our Information officer.

All other policies relating to YMCA Bath Group are available for you to read at the childcare setting or on our web site.

Signed on behalf of YMCA Bath Group
(original signed copy held at registered office)

Mike Fairbeard

Role of Signatory

Chief Executive

Date of Review of Policy

September 2020

