

# **CAMBO WRAPAROUND**

## **Safeguarding and Promoting Children's Welfare**

### **COMPLAINTS POLICY**

#### **POLICY STATEMENT**

At Cambo Wraparound we believe 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. We aim to bring all concerns about the running of our Wraparound setting to a satisfactory conclusion for all of the parties involved.

#### **Procedures**

All settings are required to keep a 'summary log' of all complaints that reach stage two or beyond. This is to be made available to parents as well as to Ofsted inspectors. You will find a copy of any complaints in our Complaints book and this is kept in the Wraparound locked and secure cabinet.

#### **Making a complaint**

##### Stage 1

- Any parent who has a concern about an aspect of Cambo Wraparound provision talks over, first of all, his/her concerns with the Wraparound Manager.
- 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 this stage of the procedure by putting the concerns or complaint in writing to the Wraparound Manager and the Chairperson of the Wraparound Committee.
- For parents who are not comfortable with making written complaints, there is a template form for recording complaints in Cambo Wraparound Committee; the form may be completed with the person in charge and signed by the parent.
- Cambo Wraparound stores written complaints from parents in the child's personal file. However, if the complaint involves a detailed investigation, the Wraparound Manager may wish to store all information relating to the investigation in a separate file designated for this complaint.
- When the investigation into the complaint is completed, the Wraparound Manager meets with the parent 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 parent is not satisfied with the outcome of the investigation, he or she requests a meeting with the Wraparound Manager and the Chairperson of the Wraparound Committee. The parent should have a friend or partner present if required and the Manager should have the support of the Chairperson of the Wraparound 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 Summary Record.

### Stage 4

- If at the Stage 3 meeting 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.
- The mediator keeps all discussions confidential. S/he can hold separate meetings with the setting personnel (Wraparound Manager and Chairperson of the Wraparound Committee) and the parent, if this is decided to be helpful. The mediator keeps an agreed written record of any meetings that are held and of any advice s/he gives.

### Stage 5

- When the mediator has concluded her/his investigations, a final meeting between the parent, the Wraparound Manager and the Chairperson of the Wraparound Committee 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. This signed record signifies that the procedure has concluded.

### ***The role of the Office for Standards in Education, Early Years Directorate (Ofsted) and the Local Safeguarding Children Board***

- Parents may approach Ofsted directly at any stage of this complaints procedure. In addition, where there seems to be 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 Welfare Requirements of the Early Years Foundation Stage are adhered to.
- The number to call Ofsted with regard to a complaint is:

**0300 123 1231**

- These details are displayed on our Wraparound notice board.
- If a child appears to be at risk, our setting follows the procedures of the Northumberland Safeguarding Children Board in our local authority.
- In these cases, both the parent and setting are informed and the Wraparound Manager works with Ofsted or the Northumberland Safeguarding Children Board to ensure a proper investigation of the complaint, followed by appropriate action.

### **Records**

- A record of complaints against our Afterschool 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 Summary Complaints Record which is available for parents and Ofsted inspectors on request.

## **HOW TO COMPLETE THE COMPLAINTS RECORD**

When completing this complaints record you should bear in mind it must be shared with any parent who wishes to see it as well as with OFSTED. It is important to maintain appropriate confidentiality when filling in the record. This means that you should not name the person making the complaint or any persons (adults and children) that relate to the complaint.

### **A. Source of complaint**

You need to record here who make the complaint. Where people complain to OFSTED, they will normally refer all such complainants to the Chairperson of the Wraparound Committee in the first instance. Where OFSTED carries out an investigation into the continued suitability of the member of staff the complaint has been made against, they will tell you of the outcome of their investigation. When this happens, you should enter OFSTED as the source and the

OFSTED complaint number – **0300 123 1231**

### **B. Nature of complaint**

The record is intended only for complaints relating to the National Standards. You must record here one or more National Standards to which the complaint refers. If you are unsure, you should refer to the National Standards and the accompanying guidance (you will find this information in the locked filing cabinet in the Afterschool cupboard under the heading of “National Standards”). You must record all details associated with the complaint, taking care not to name individuals. For example, use ‘child A’, ‘staff member B’.

### **C. How it was dealt with**

You must provide information on how you investigated the complaint. You will need to record:

- the process that you took to ensure that the complaint was fully investigated, such as interviews, reviews of records
- who was involved in the investigation without identifying any individuals named in the complaint including staff or any child
- any referrals you made to an external agency, for example, Local Authority Environmental Health Departments or Social Services

### **D. Actions and outcomes**

You must provide details about the outcome of your investigation. You will need to record:

- any action(s) identified by you
- any actions set or taken by OFSTED
- any action taken by another external agency, where you have their permission to do so
- the outcome of your investigation, identifying any areas where you

- feel you could make improvement to your provision
- if you dismissed any members of staff following the investigation and if so, under what circumstances. If you have dismissed a member of staff for misconduct, because they placed a child at risk of significant harm, you may need to refer the individual for inclusion onto the Protection of Children Act (POCA) list. You can find out how to do This by ringing OFSTED on 0300 123 1231

You must share an account of the findings of your investigation and the action, if any, that you took or intend to take as a result of your investigations with parents at the setting. You must do this within 28 days from the date the complaint was made. You can do this by sharing this record. If they ask you to do so, or if you think it is appropriate, you should send a separate letter to the parent who made the complaint giving more detail.