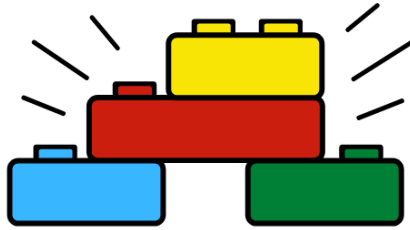


BRIGHT **BLOCKS** PRESCHOOL



COMPLAINTS POLICY

At Bright Blocks Preschool, we believe that every child deserves the best possible start in life and the support that enables them to fulfil their potential. Our staff, volunteers, church community, parents and carers and anyone involved in our preschool community have an essential role to play in making it safe and secure. Our setting aims to create the safest environment within which every child has the opportunity to achieve their full potential and we take seriously our responsibility to promote the welfare of and safeguard all the children entrusted to our care.

This is a core policy that forms part of the induction for all staff. It is a requirement that all members of staff have access to this policy and sign to say they have read and understood its contents.

Date written: February, 2022

Date of last update: November, 2023

Date agreed and ratified by Bright Blocks Preschool Directors: November, 2023

Date of next full review: November, 2024

This policy will be reviewed at least annually and/or following any updates to national and local guidance and procedures.

Making a complaint

Whilst we aim to achieve the highest standard of care and education for children attending Bright Blocks Preschool and to foster a positive partnership with families, we recognise that on occasion circumstances may lead to a parent/carer wishing to make either a formal or informal complaint.

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 set of procedures for dealing with concerns. We aim to bring all concerns about the running of our setting to a satisfactory conclusion for all the parties involved.

Any parent who has a concern about an aspect of the settings provision talks over first, his/her concerns with the setting leader. Hopefully, this will be resolved, if not, then please put your complaint in writing and either hand in the complaint as a hard copy or email a soft copy to the office/management. A meeting will be arranged after the complaint has been investigated in full to discuss the outcome. If you are still not satisfied with the outcome, then another meeting with all managers and a witness of your choice will be arranged. Written records will be taken at the meeting and all present will sign. If we can still not resolve the situation, then an external mediator will be invited (acceptable on both sides). Throughout this process, the discussions will be kept confidential. A final meeting will be called with the mediator to reach a decision on the action to be taken to deal with the complaint. Written records will be taken, and all present will sign. receives a copy. At any stage of this process, parents are within their rights to approach Ofsted directly. Ofsted's complaints & Enforcement Team can be contacted by phone or in writing at enquiries@ofsted.gov.uk or 0300 123 4666.

The outcome of all complaints is recorded in the summary Complaints record file and is available for parents and OFSTED inspectors on requests.

In the event of a parent/carer wanting to complain about a member of staff or an incident at Bright Blocks Preschool, we would follow the following guidelines.

- Speak to a member of staff or directly to management giving as much information as possible.
- If it is discussed with a member of staff, then they will report the complaint to the manager/owner in writing immediately.
- The manager/owner will confirm receipt of this within 24 hours.
- The complaint will then be investigated, and an action plan will be drawn up to address the issue.
- Once made aware of the complaint, the manager must record the complaint and file away.

Should parents feel they cannot speak to a member of staff; the complaint can be written and sent to the manager/owner direct.

Duties as an employer and employee

Employers have a duty of care to their employees. They should ensure they provide effective support for anyone facing an allegation and provide the employee with a named contact if they are suspended.

It is essential that any allegation of abuse made against a teacher or other member of staff or volunteer in the nursery is dealt with very quickly, in a fair and consistent way that provides effective protection for the child and at the same time supports the person who is the subject of the allegation.

The LADO

Every Local Authority has a statutory responsibility to have a (Local Authority) Designated Officer LADO who is responsible for co-ordinating the response to concerns that an adult who works with children may have caused them harm.

In Greenwich we work to the London Child Protection Procedures which can be found at www.londonscb.gov.uk/procedures.

The LADO's key role is to:

- Provide advice/guidance to employers or voluntary organisations;
- Liaise with police and other agencies including Ofsted and professional bodies such as the General Medical Council or General Teaching Council;
- Oversee the progress of the LADO process to ensure matters are dealt with as quickly as possible, consistent with a thorough and fair process;
- Collect strategic data and maintain a confidential database in relation to allegations;
- Disseminate learning from LADO enquiries throughout the children's workforce.

The LADO will advise you on:

- Next steps (i.e. referral to Children's Social Care, police, internal investigation);
- How to manage talking about the concerns with the adult who may have harmed the child;
- How to inform child's parents/carers;
- Their view regarding suspension, although the decision rests with the employer;
- What they expect of you and other agencies involved

LADO contact details:

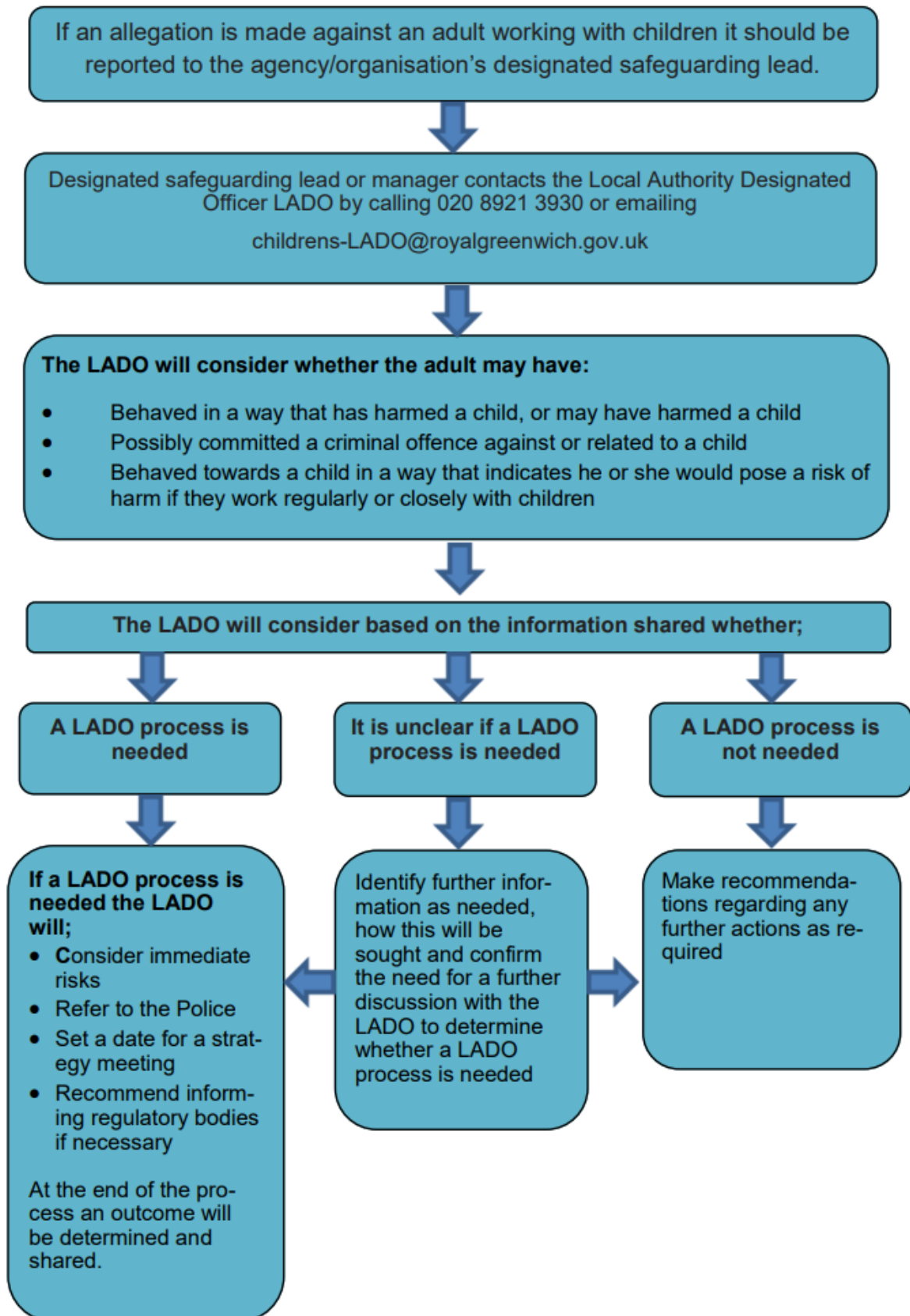
Telephone: 020 8921 3930

Email: childrens-Lado@royalgreenwich.gov.uk / childrens-Lado@royalgreenwich.gov.uk.cjism.net

For more information on the LADO role and agencies' responsibility to report concerns visit the London Child Protection website -

http://www.londoncp.co.uk/chapters/alleg_staff.html

For safeguarding concerns relating to children call CSC MASH on 020 8921 3172



Parents



Ofsted registers and inspects childcare for children aged from birth to 17 years.

Registered childcare providers and childminders have to meet requirements that relate to welfare and safety, the people providing the care and the organisation of the childcare. Childcarers registered on the Early Years Register, who care for children aged from birth until 1 September following a child's fifth birthday, also have to meet requirements for children's learning and development.

What you can tell us

- Is the childcare good?
- Can it be made better?
- Do you have any concerns?

If you want to tell us anything about your child's childcare, you can ring

0300 123 1231

Or you can write to us at:
Applications, Regulatory and
Contact (ARC) Team
Ofsted
Piccadilly Gate
Store Street
Manchester M1 2WD

If you would like more information about Ofsted's role as the regulator of childcare, you can visit our website:
www.ofsted.gov.uk/early-years-and-childcare

If you would like information about the availability of childcare in your local area, please visit the following link to find your local Family Information Service (FIS):
<http://findyourfis.familyandchildcaretrust.org/kb5/findyourfis/home.page>