



A world in which Autism is celebrated.

Registered Charity No. 1152188

Safeguarding Children and Young People

11. Making a Complaint.

Policy statement

Our setting believes that children, young people and parents/carers 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 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.

Stage 1

- Any parent/carers who has a concern about an aspect of the setting's provision, talks over, first of all, his/her concerns with the setting Manager.
- This will be recorded and parents/carers asked to sign.
- The majority of 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/carers moves to this stage of the procedure by putting the concerns or complaint in writing to the setting Manager.

- The setting stores written complaints from parents/carers in the confidential file. However, if the complaint involves a detailed investigation, the setting leader may wish to store all information relating to the investigation in a separate file designated for this complaint. In this instance the parent/carer needs to be aware that information may need to be shared.
- Once the investigation into the complaint is completed, the setting leader or manager meets with the parent/carer to discuss the outcome.
- Parents/Carers must be informed of the outcome of the investigation within 28 days of making the complaint.
- When the complaint is resolved at this stage, the summative points are logged in the Complaints file.

Stage 3

- If the parent/carer is not satisfied with the outcome of the investigation, he or she requests a meeting with the setting manager owner/chair of the management committee. The parent/carer should have a friend or partner present if required and the leader should have the support of the chairperson of the management committee.
- 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 file.

Stage 4

- If at the stage three meeting the parent/carer 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.
- Children's services would be approached to act as mediators.
- The mediator keeps all discussions confidential. S/he can hold separate meetings with the setting personnel (setting leader) and the parent/carer, 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/carer, the setting leader and chair 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.
- If the complaint or allegation is against of a member of staff, then Sunbeams Play follows the guidelines of, Managing an allegation against a member of staff in your establishment. (Poster in the office).

The role of the Office for Standards in Education (Ofsted) and The Norfolk Safeguarding Children Partnership

- Parents/Carers 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.
- These details are displayed on our setting's notice board.
- If a child appears to be at risk, our setting follows the procedures of **The Norfolk Safeguarding Children Partnership**.
- In these cases, both the parent/carer and setting are informed and the setting leader works with Ofsted or **The Norfolk Safeguarding Children Partnership**
- to ensure a proper investigation of the complaint, followed by appropriate action.
- Contact details for Ofsted with regard to a complaint are:

Telephone 0300 123 1231 Text 01616188524 Email enquires@ofsted.gov.uk

Records

- A record of complaints against our setting and/or the children/ young people 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 file which is available for parents/carers and Ofsted inspectors on request.

This policy was adopted on 20th April 2015
Policy updated April 2024
Last reviewed April 2026
Next review date April 2027
Signed on behalf of the management committee

Name of Signatory Susan Carr
Role of Signatory CEO

Reviewed By	Date
Sue Carr	24/04/2024
Sue Carr	12/07/2025
Sue Carr	26/04/2026

Signed by personnel dealing with complaint:

How was the complaint dealt with?

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What is the next step?

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Follow Up of complaint:

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Signed by management:.....

Date:.....