



Complaints Policy and Procedure

Statement of Intent

Rainbow Pre-school believes that children and parents are entitled to expect courtesy and prompt, careful attention to all their needs and wishes. Parents have the right to expect their data to be treated in line with the ICO General Data Protection Regulations (GDPR), we welcome suggestions on how to improve our setting and will give prompt and serious attention to any concerns about the use of individual's data and /or the running of the provision. 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.

The staff at Rainbow Pre-school Southampton limited are employed for their kind and compassionate nature, they do not come to work to feel threatened or abused. Aggressive or violent behaviour in any form will not be tolerated. We will always contact the police in these situations. Ultimately this may result in individuals being barred from the premises.

Aim

We aim to bring all concerns about the running of our setting to a satisfactory conclusion of all parties involved.

Methods

To achieve this we operate the following complaints procedure. Our pre-school keeps a 'Summary log' of all complaints that reach Stage 2 or beyond. Any breaches in Data security will be recorded and reported accordingly. This is to be made available to parents as well as to Ofsted inspectors.

Stage 1.

Any parent who has a concern about an aspect of the pre-school provision, talks over, first of all, his or her worries with the Deputy 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 reoccurs, the parent moves on to Stage 2 of the procedure. This means putting the concerns or complaint in writing to the Manager. For parents who are not comfortable with making written complaints, the form may be completed with the assistance of the Manager and signed by the parent.

Rainbow Pre-school stores written complaints from parents in the complaints' book that is stored in the office.

Rainbow Pre-school, c/o Wordsworth Primary School, Victor Street, Shirley, Southampton, SO15 5LH
Telephone (023) 80701601

When the investigation into the complaint is completed, the 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 Manager and the Company Director. The parent should have a friend or partner present if required and the Manager should have the support of the Company Director present. An agreed written record of the discussion is made as well as any decision or action taken 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 the setting cannot reach an 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 actions so far and suggest further ways in which it might be resolved. Staff or volunteers within the Pre-school Learning Alliance are appropriate persons to be invited to act as Mediators.

The Mediator keeps all discussions confidential. He or she can hold separate meetings with the setting personnel (Manager and the Company Director) and the parent, if this is deemed to be helpful. The Mediator keeps an agreed written record of any meetings that are held and of the advice that is given.

Stage 5.

When the Mediator has concluded their investigations, a final meeting between the parent, the Manager and the Company Director is held. The purpose of this meeting is to reach a decision on the action to be taken in order to deal with the complaint. The Mediator's service is used to reach this conclusion. The Mediator is present at the meeting if all parties think that this would help a decision to be reached. A record of this meeting, including the decision on the action that should be taken, is made. Everyone present at this meeting signs this record and receives a copy for their records. 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 Committee (formally ACPC).

Parents may approach Ofsted directly at any stage of this complaints procedure. In addition, where there seems to be a breach of the settings registration requirements, it is essential to involve Ofsted as the registering and inspection body with a duty to ensure the Statutory Standards for Early Years Foundation Stage are adhered to.

The address and telephone number for our Ofsted regional centre are:

National Business Unit

OFSTED

Piccadilly gate

Store Street

Manchester

M1 2WD

Telephone: 0300 123 1231

Ofsted Complaints and Compliance

Telephone: 0300 123 1231

Email: enquiries@ofsted.gov.uk

These details are displayed in our entrance lobby.

Rainbow Pre-school Southampton Ltd is a company registered in England & Wales. Registration No: 10058477. Registered Office: Unit 4, Basepoint, Andersons Rd, Southampton. SO14 5FE.

Rainbow Pre-school, c/o Wordsworth Primary School, Victor Street, Shirley, Southampton, SO15 5LH
Telephone (023) 80701601

Local Area Designated Officer (LADO) **telephone: 023 8091 5535 / Email: LADO@southampton.gov.uk**

If a child appears to be at risk, our pre-school follows the procedures for the Local Safeguarding Children Board in our local authority. In these cases, both the parent and pre-school are informed and the pre-school Manager works with Ofsted or the Local Safeguarding Children Board to ensure a proper investigation of the complaint by appropriate action.

The role of the Information Commissioners Officer in regard to GDPR

The ICO is a UK independent public body responsible for upholding information rights in the public interest and data privacy, and to help organisations comply with its requirements. It is for those who have day-to-day responsibility for data protection.

Under the requirements of the Data Protection Act, businesses and organisations that handle personal data must register with the ICO as data controllers. Data is any personal information about an individual that can identify them in any way. A Data breach is when data is lost, sold without individuals consent, stolen or destroyed.

Parents may approach the ICO directly at any stage of this complaints procedure.

The address and telephone number for the ICO are:

**Head office
Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF**

Tel: 0303 123 1113 (local rate) or 01625 545 745 if you prefer to use a national rate number
Fax: 01625 524 510

A record of complaints against our pre-school and/or the children/or the adults working in our pre-school is kept in the office. This includes 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.

This Policy was adapted at a meeting held at Rainbow Pre-school in October 2019

Signed on behalf of Rainbow Pre-school

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Policy review date: September 2020