

Complaints Procedure

Reviewed - Jan 2019

Free Rangers Forest Schools ltd 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 Free Rangers. We anticipate that most concerns will be resolved quickly by an informal approach from 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

Making a complaint

* • Any parent/carer who has a concern about an aspect of the Free Ranger's provision is encouraged to talk over, first of all, his/her concerns with the manager.
* • Most complaints should be resolved amicably and informally at this stage.
* • If this does not have a satisfactory outcome, or if the problem recurs, the parent

should put their concerns or complaint in writing to the manager and the owner.

* • For parents who are not comfortable with making written complaints, the form may be completed with the person in charge and signed by the parent.
* • Free Rangers stores written complaints from parents in the child's personal file. However, if the complaint involves a detailed investigation, the 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 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.
* • If the parent is not satisfied with the outcome of the investigation, he or she requests a meeting with the manager and the owner. The parent should have a friend or partner 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.

Ofsted (Office for Standards in Education Children’s services and Skills, Early Years Directorate) and the Local Safeguarding Children Board can be approached by parents 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: Telephone: 0300 123 1231 and The address for concerns, compliments and complaints is:

Ofsted
Freshford House

Redcliffe Way

Bristol

BS16NL

•These details are displayed on Free Ranger’s notice board.

* • If a child appears to be at risk, Free Rangers follows the procedures of the Local Safeguarding Children Board in our local authority.
* • In these cases, both the parent and setting are informed and the manager works with Ofsted or the Local Safeguarding Children Board to ensure a proper investigation of the complaint, followed by appropriate action.

Records

* • A record of complaints against Free Rangers 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.

This policy was adopted at a meeting of Free Rangers Forest Schools ltd held on 1st August 2011 and then reviewed again in 2015 and then again in Jan 2019.

Signed: Role: Owner

Signed: Role: Co-owner

Signed: Role: Nursery Manager