



Complaints Procedure

Reviewed date: November 2023

Introduction

At BVNS, we are committed to providing a supportive, respectful, and caring environment for children, their parents/carers, and staff. We welcome suggestions for improvement and take concerns about our services seriously. This policy outlines the procedure for addressing and resolving complaints.

Stage 1: Informal Resolution

- Initial Discussion: If a parent has a concern, they should first discuss it with the setting Supervisor. We aim to resolve most issues amicably and informally at this stage.

Stage 2: Formal Written Complaint

- Procedure: If the concern is not resolved at Stage 1, or if it recurs, the parent should put their complaint in writing to the Setting Manager and the Owner, Kenarik Esraeilan.
- Investigation: The complaint will be stored in the child's personal file, or in a separate file if it requires a detailed investigation. The Manager or Owner will investigate the complaint.
- Resolution: Parents will be informed of the outcome within 28 days. The key points of the complaint and its resolution will be recorded in the Complaints Summary Record.

Stage 3: External Mediation

- Mediation: If agreement cannot be reached, an external mediator, acceptable to both parties, will be invited to assist. The mediator will listen to both sides, offer advice, and help define the problem and suggest further resolution strategies.
- Confidentiality: Discussions with the mediator remain confidential. The mediator can hold separate meetings with the setting personnel and the parent, if beneficial.
- Final Record: A record of meetings and decisions is made, signed by all parties. This record indicates the conclusion of the procedure.

Involvement of External Authorities

- Ofsted Contact: Parents can approach Ofsted at any stage of this complaints procedure. Ofsted's contact details are displayed on our setting's notice board and include: Phone - 0300 1234 234, Online Complaint Form - <https://contact.ofsted.gov.uk/onlinecomplaints>.
- Safeguarding Concerns: If a child appears to be at risk, we follow the procedures of the Local Safeguarding Children Board. In these cases, the setting Supervisor coordinates with Ofsted or the Local Board to ensure proper investigation and action.

Record Keeping

- Complaint Records: We maintain records of all complaints, including the date, circumstances, and management of the complaint.
- Accessibility: The Summary Complaints Record, detailing the outcome of all complaints, is available for parents and Ofsted inspectors upon request.