



The Burrow
Policies and Procedures



3. Our Community

The Burrow is committed to Safeguarding and Promoting the Welfare of Children and Young People and expects all staff, students and volunteers to do the same. Safeguarding children is everyone's responsibility.

3.10 Comments, Complaints, and Concerns (including child at risk and allegations against staff)

Policy statement

The Burrow believes that children and parents are entitled to expect courteous, prompt, and careful attention to their needs and wishes. We welcome suggestions on how to improve our setting and will give serious consideration to any concerns about the running of the setting. We anticipate that most concerns will be resolved quickly, by an informal approach with the appropriate member of staff. If this does not achieve the desired result, we have procedures for dealing with concerns. We aim to bring all concerns about the running of our setting to a satisfactory conclusion for all parties involved.

Procedures

The Burrow keeps a written record of any complaints received, and their outcome, and this information is kept for an appropriate length of time. This information is made available to parents directly involved, as well as to Ofsted inspectors on request.

Any complaint or concern that we believe places a child at risk, or is a Safeguarding allegation made against a member of staff, will be dealt with immediately following our **Safeguarding Policy and Procedures (App1.2a)**

Making a complaint

Stage 1

- Any parent who has a concern or complaint about any aspect of The Burrow's provision should discuss their concerns with the Manager
- The concern, and how it was resolved, is recorded on a **Discussion/Event Log (App1.2c)**, and filed in the Comments, Concerns and Complaints file. This information is made available to Ofsted on request
- Any necessary **Risk Assessments (App 3.9a & 3.9b)** are carried out accordingly
- Concerns should be resolved amicably and informally at this stage.

Stage 2

- In the event that Stage 1 does not result in a satisfactory outcome, the parent should put the concern or complaint in writing to the Manager
- If appropriate, the Manager or a member of the staff team will complete a **Reflective Practice Account (App 1.4m)** of the matter
- The management team will meet with independent advisors to investigate the matter in full
- Parents will be informed of the outcome of the investigation within 28 days of making the complaint
- When the complaint is resolved at this stage, the findings are recorded on the **Discussion/Event Log (App 1.2c)**, filed in the Comments, Concerns and Complaints file, and made available to Ofsted on request.

Stage 3

- If the matter is still not resolved, the parent will be invited to meet with the Manager and the Advisors to discuss further
- The Advisors should listen to both sides of the matter and offer advice. They have 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
- The Advisors may hold separate meetings with staff and the parent, if this is decided to be helpful. The Advisors keep an agreed written record of any meetings that are held and of any advice they give
- All discussions will be kept confidential
- When the complaint is resolved at this stage, the findings are recorded on the **Discussion/Event Log (App 1.2c)**, filed in the Comments, Concerns and Complaints file, and made available to Ofsted on request.

Our **Complaints Procedure (App 1.2f)** is displayed in The Burrow at all times, and on our notice board at the Garden Gate.

Signed: *L.B. Mee*

Name: Lynn Mee

On behalf of The Burrow Nursery