



# Compliment/feedback & Complaints

## Policy statement

The Wild About our Woods welcomes feedback from children, families and other interested parties such as schools where the children come from. We will create a feedback process to make it easy for those who want to feedback to do so in an appropriate and safe way and use constructive feedback to further develop our work. Compliments, feedback and concerns can be expressed verbally, in person or by telephone, or in writing by email. We will always endeavour to be as open, honest and as straightforward as possible with carers/parent/carers with regard to any issue.



We of course always thrilled to receive compliments which we may use in any future publicity and promotions. Where possible we will seek agreement with the person giving the compliment to do so.

Wild About our Woods believes that children and parent/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 the school and parent/carers as well other interested parties.

## Making a complaint

### Stage 1

Any parent/carer/carer who has a concern about an aspect of the setting's provision talks over, first of all, his/her concerns with the school setting Wild About our Woods link who will in turn relay this to the Wild About our session leader. A meeting may be set up with the Wild About our Woods session leader and the parent/carer/carer is need be.

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 recurs, the parent/carer/staff member moves to this stage of the procedure by putting the concerns or complaint in writing to the Wild About our Woods Manager, Janine Young.

For parent/carers who are not comfortable with making written complaints, there is a template form for recording complaints in the above-mentioned publication; the form may be completed and signed by the parent/carer/staff member.

Wild About our Woods leader stores written complaints from parent/carers in the child's personal file if electronic and in a general file if not. However, if the complaint involves a detailed investigation, the Wild About our Woods leader 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 Wild About our Woods leader will meet with the parent/carer to discuss the outcome.

Parent/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 Summary Record.

### Stage 3

If the parent/carer is not satisfied with the outcome of the investigation, he or she requests a meeting with the Wild About our Woods manager. 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 Summary Record.

### 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.

The mediator keeps all discussions confidential. S/he can hold separate meetings with the setting personnel Wild About our Woods Manager 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 and Wild About our Woods leader 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 a child appears to be at risk, our setting follows the procedures of the Local Safeguarding Children Board in our local authority. If there is an allegation made about a member of staff or volunteer then the Local Authority Designated Officer (LADO) that is based in children's services should also be notified.

In these cases, both the parent/carer and setting are informed the Wild About our Woods leader works with the Local Safeguarding Children Board to ensure a proper investigation of the complaint, followed by appropriate action.

### **Records**

A record of complaints against our setting 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 parent/carers and other interested parties on request.

Signed; <i>Janine Young</i>	date; 17/7/17	review date;17/7/19 17/7/21 17.7.23 17.7.25
-----------------------------	---------------	--