

## Complaints Procedure

### Statement of intent

YMCA Brunel Group believes that children and parents can expect courtesy at all times, as well as prompt, careful attention to their individual family concerns and wishes. We welcome suggestions on how to improve our service and will give our attention to any concerns raised. We anticipate that most concerns will be resolved informally by an approach to the appropriate member of staff. If this does not achieve the desired result, we have procedures for dealing with concerns and complaints. We want parents and carers to tell us if they are not happy and will do our best to resolve situations quickly and in a satisfactory way within the setting.

### Aim

We aim to bring all concerns about the management of our childcare to a satisfactory conclusion for all parties involved.

### Methods

To help achieve this all settings are required to keep a 'summary log' of all complaints that reach stage 2 or above. This is made available to parents as well as to Ofsted inspectors when they call or visit. We also make information available to parents and/or carers about how to contact Ofsted, if they believe that the setting is not meeting the Early Year's Foundation Stage (EYFS) requirements. This information is displayed on the notice board in the main reception area or by request. Vexatious, repetitive or malicious complaints will also be investigated by the Director of Children's Services in order to decide what actions to take next for the best outcome for all parties.

### Stage 1

- Any parent or carer who has a concern about an aspect of the childcare provision should talk over his/her worries and concerns with the child's key person, the room leader or a senior member of staff.
- Most complaints should be resolved amicably and informally at this stage.

### Stage 2

- If stage 1 does not have a satisfactory outcome, the parent moves to Stage 2 of the procedure by putting the concerns or complaint in writing to the setting manager by letter or email.
- If the complaint involves a detailed investigation, setting manager will store all the information relating to the investigation in a separate file designated for complaints, either in hard copy or electronically.
- The manager will investigate the complaint and discuss the matter and the outcomes with a senior manager.
- When the investigation into the complaint is completed, the Director and/or the manager writes to the parents or meets with them to discuss the outcomes of the investigation and to check that the matter is resolved.
- When the complaint is resolved at this stage, the summative points are logged in a complaint's summary record and actioned. The manager is responsible for this.

### Stage 3

- If the parent is not satisfied with the outcome of the investigation, they may request a meeting with the manager and the Director of Children's Services to discuss the matter further.
- An agreed written record of the meeting is made as well as any decision or action to take as a result. All parties present at the meeting sign the record and receive a copy of it.
- Any staffing/disciplinary matters will be confidential to YMCA Brunel Group.
- A written record signifies that the procedure has concluded. When the complaint is resolved at this stage, the summative points are logged in the complaint's summary record, and any actions are carried out by the manager with supervision by the Director.

#### **Stage 4**

- If the parent is not happy with the outcome of the complaint, he/she may write to the Chief Executive of the YMCA Brunel Group who will investigate the complaint himself and reply in writing to the parent, setting out the results of the investigation and the actions that will be taken as a result of the complaint.
- A written 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 and actions are carried out as well as reference to lessons learned from the complaint.

#### **The role of the Office for Standards in Education, Early Years Directorate (Ofsted)**

- Parents may approach Ofsted directly at any stage of the complaint's procedure. Ofsted will contact the setting to ask what they are doing about the complaint and to verify the details. We much prefer that most complaints are dealt with at local level, but we welcome Ofsted's intervention if it is required.
- The address and telephone number of our Ofsted regional centre are: National Business Unit, Ofsted, The National Business Unit, Piccadilly Gate, Store Street, Manchester, M1 2WD, Telephone: 0300 123 1231
- These details are displayed on our setting's notice board.
- The Ofsted registration number is on the Ofsted certificate displayed or can be found on the Ofsted website
- If at any time a child appears to be at risk of harm or has suffered harm, we follow the procedures of the Multi-Agency Safeguarding Hub (MASH) IFD in our local authority.
- In these cases, both the parent and setting are informed, and the manager works with Ofsted or the Multi-Agency Safeguarding Hub/IFD to ensure a formal or informal 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 complaint's summary record, which is available for parents and Ofsted inspectors on request.
- All of our record keeping is covered by our Privacy Statement and any requirements for sharing or providing information are dealt with by our Information officer.

All other policies relating to YMCA Brunel Group are available for you to read at the childcare setting or on our web site.

**Signed on behalf of YMCA Brunel Group**  
(original signed copy held at registered office)

Mike Fairbeard

**Role of Signatory**

Chief Executive

**Date of Review of Policy**  
**Approved by trustees**

January 2027  
31<sup>st</sup> January 2026