

Safeguarding and Welfare Requirement.

Providers must maintain and obtain and share information to ensure the safety and efficient management of the setting, and to help ensure the needs of all the children.

10.12a Procedure for managing serial and unreasonable complaints.

Policy statement

Tiptree Preschool Playgroup are committed to dealing with all complaints fairly and impartially, and to providing a high-quality service to those who complain. We will not normally limit the contact complainants have with the Preschool. However, we do not expect our staff to tolerate unacceptable behaviour, including abusive, offensive or threatening.

Procedures

Tiptree Preschool Playgroup defines unreasonable behaviour as that which hinders our consideration of complaints because of the complainant's contact with the Preschool, such as, if the complainant:

- Refuses to articulate their complaint or specify the grounds of complaint or the outcomes sought by raising the complaint, despite offers of assistance.
- Refuses to co-operate with the complaint's investigation procedure.
- Refuses that certain issues are not within the scope of the complaint's procedure.
- Insists that the complaint is dealt with in ways which are incompatible with the complaint procedure or with good practice.
- Raises large numbers of detailed questions unrelated to the complaint and insists they are fully answered, often immediately and on their timescale.
- Makes unjustified complaints about staff who are trying to deal with the issue and seeks to have them replaced.
- Changes the basis of the complaint as the investigation proceeds.
- Repeatedly makes the same complaint (despite previous investigations or responses concluding that the complaint is groundless or has been addressed)
- Refuses to accept the findings of the investigation into that complaint where the Preschool's complaint procedure has been fully and properly implemented.
- Seeks an unrealistic outcome.
- Makes excessive demands on the Preschools time by frequent, lengthy and complicated contact with staff regarding the complaint in person, by writing, by email and by telephone while the complaint is being dealt with.

- Uses threats to intimidate.
- Uses abusive, offensive or discriminatory language or violence.
- Knowingly provides falsified information.
- Publishes unacceptable information on social media or other public forums.
- Use their knowledge/thoughts on a third persons dealings to complain on their behalf or attempt to expand their complaint.
- The law requires that the information we hold must be **held for a legitimate reason and must be** accurate (see our Privacy Notice). If a parent says that the information we hold is inaccurate, then the parent has a right to request for it to be changed. However, this only pertains to factual inaccuracies. Where the disputed entry is a matter of opinion, professional judgement, or represents a different view of the matter than that held by the parent, we retain the right not to change that entry, but we can record the parent's view of the matter. In most cases, we would have given a parent the opportunity at the time to state their side of the matter, and it would have been recorded there and then.

Complainants should try to limit their communication with the Preschool that relates to their complaint, while the complaint is being processed. It is not helpful if repeated correspondences are sent as it could delay the outcome of the complaint being reached.

Whenever possible, the committee will discuss any concerns with the complainant informally before applying an 'unreasonable' marking.

If the behaviour continues, the Committee will write to the complainant explaining that their behaviour is unreasonable and ask them to change it. For complainants who excessively contact Tiptree Preschool Playgroup causing a significant level of disruption, we may specify methods of communication and limit the number of contacts in a communication plan. This will be reviewed after six months.

In any serious incident of aggression or violence, we will immediately inform the police and communicate our action in writing. This may include barring an individual from Tiptree Preschool Playgroup.

Records

- A record of complaints in relation to our setting are kept for at least three years; including the date, the circumstances of the complaint and how the complaint was managed.
- The outcome of any complaints is recorded in our Complaint Investigation Record, which is available for parents and Ofsted inspectors to view on request.

This policy was adopted by	Tiptree Preschool Playgroup	<i>(name of provider)</i>
Adopted at an AGM meeting on	10/02/2021	<i>(date)</i>
Date to be reviewed	10/02/2022	<i>(date)</i>
Signed on behalf of the provider	<hr/>	
Name of signatory	Jade Oakes	
Role of signatory (e.g. chair, director or owner)	Chair	