



HARLINGTON VILLAGE PRE-SCHOOL AND WRAP AROUND CARE

Parents- Raising Concerns and Making Complaints

Policy statement

Our staff team and committee believe that children and parents are entitled to expect courtesy and prompt, careful attention to both their needs and wishes. We welcome suggestions on how to improve and will give prompt and serious attention to any concerns about the running of pre-school, lunch club and wrap around care. We anticipate that most concerns will be resolved quickly through discussion with the appropriate member(s) 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 to a satisfactory conclusion for all of the parties involved.

Procedures

A written record of any complaints and incidents will be filed in the office. This is to be made available to parents/carers, as well as to Ofsted inspectors upon request.

Making a complaint

Stage 1- Meeting with the Setting Manager

- Any parent who has a concern about an aspect of our provision will first be invited to discuss their concerns with the setting manager.
- They will agree an action plan for moving forward if necessary. Most complaints should be resolved amicably and informally at this stage.

Stage 2- Meeting with Committee Chairperson and Manager

- If Stage One of the process does not end in a satisfactory outcome, or if the problem recurs, the parent can seek discussion with the committee chairperson.

The manager and committee chairperson will discuss in depth the concerns expressed and how a successful outcome can be achieved. After devising actions to address concerns, the complaint may be resolved at this Stage.

Stage 3- Written Complaint to the Committee

- If the Parent/carer is not satisfied with the outcome from stage 2, they must submit a written complaint to the committee Complaints Panel.
- An Investigation into this complaint is started and the panel will gather all relevant information as part of the inquiry.
- For parents who are not comfortable with making written complaints, there is a template form for recording complaints in the Complaint Investigation Record; the form may be completed with the person in charge and signed by the parent.
- HVPS and WAC store written complaints from parents in the child's personal file. However, if the complaint involves a detailed investigation, the setting manager may wish to store all information relating to the investigation in a separate file designated for this complaint. We refer to the retention record summary from Central Beds for length of time that this information is stored.

- When the investigation into the complaint is completed, committee chair meets with the parent to discuss the outcome.
- Parents 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 Complaint Investigation Record.

Stage 4- External Mediation

- If at the stage three meeting the parent and HVPS/WAC 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.
- Staff or volunteers within the Early Years Learning Alliance are appropriate persons to be invited to act as mediators.
- The mediator keeps all discussions confidential. S/he can hold separate meetings with the setting personnel (setting leader and chair, director or owner) and the parent, 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.
- When the mediator has concluded her/his investigations, a final meeting between the parent, the staff manager and the chair. 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.

The role of the Office for Standards in Education, Children's Services and Skills (Ofsted) and the Local Safeguarding Children Board (LSCB)

- Parents may approach Ofsted directly at any stage of this complaint's procedure. In addition, where there seems to be a possible breach of pre-school's registration requirements, it is essential to involve Ofsted as the registering and inspection body with a duty to ensure the Safeguarding and Welfare Requirements of the Early Years Foundation Stage are adhered to.
- The number to call Ofsted with regard to a complaint is:

0300 123 1231

- These details are displayed on pre-school's notice board.
- If a child appears to be at risk, our setting follows the procedures of the Local Safeguarding Children Board.

In these cases, both the parent and HVPS/WAC are informed, and the staff manager works with Ofsted and the Local Safeguarding Children Board to ensure a proper investigation of the complaint, followed by appropriate action.

Allegations against a member of staff

We respond to any disclosure by children or staff that abuse by a member of staff or volunteer within pre-school, or anyone working on the premises occupied by pre-school, may have taken, or is taking place, by;

1. Recording the details of any such alleged incident.
2. We refer any such complaint immediately to the Local Authority Designated Officer (LADO) to investigate:

0300 300 4833

3. We also report any such alleged incident to Ofsted, as well as what measures we have taken. We are aware that it is

an offence not to do this.

4. We co-operate entirely with any investigation carried out by children's social care in conjunction with the police.

Where the management team and children's social care agree it is appropriate in the circumstances, the chair will suspend the member of staff on full pay, or the volunteer, for the duration of the investigation. This is not an indication of admission that the alleged incident has taken place, but is to protect the staff, as well as children and families throughout the process.

The named representatives from the HVPS/WAC committee, Joanne Tyler and Amanda Horlick-Coutts will support the member of staff during the investigation.

We refer to our disciplinary policy for management of staff under investigation and the procedure to follow for reinstatement or dismissal.

Records

- A record of complaints in relation to HVPS/WAC, or the children or the adults working at pre-school, 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 Investigation Record, which is available for parents and Ofsted inspectors on request.

This policy was updated by
And adopted at a meeting of

Suzie Bumfrey
Harlington Village Pre-School and
Wrap Around Care Committee

Held on

26th September 2019

Date to be reviewed

September 2020

Signed on behalf of HVPS and WAC

Name of signatory

Nina Biscoe

Role of signatory

Chairperson

Safeguarding and Welfare Requirement: Information and Records

Providers must put in place a written procedure for dealing with concerns and complaints from parents and/or carers.

Other useful Pre-school Learning Alliance publications

- Complaint Investigation Record (2015)