



## HARLINGTON VILLAGE PRE-SCHOOL AND WRAP AROUND CARE

### Making a Complaint

#### 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

All settings are required to keep a written record of any complaints that reach stage two and above, and their outcome. This is to be made available to parents, as well as to Ofsted inspectors on request. A full procedure is set out in the Pre-school Learning Alliance publication Complaint Investigation Record (2015<sup>2</sup>) which acts as the 'summary log' for this purpose.

#### Making a complaint

##### Stage 1

- Any parent who has a concern about an aspect of our establishments provision talks over, first of all, his/her concerns with the [session leader/manager](#).
- 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 moves to this stage of the procedure by putting the concerns or complaint in writing to the [session leader/manager or committee chairperson and the management team](#).
- 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 [manager/session leader](#) 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, the [session leader/manager](#) and/or 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 3

- If the parent is not satisfied with the outcome of the investigation, he or she requests a meeting with the staff manager and the chair. The parent may have a friend or partner present if they prefer and the manager should have the support of the management team.
- 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 Complaint Investigation Record.

#### Stage 4

- If at the stage three meeting the parent and HVPS and 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 Pre-school 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.

#### Stage 5

- 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

- Parents may approach Ofsted directly at any stage of this ~~complaints~~[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 and WAC are ~~informed~~[informed](#), and the staff manager works with Ofsted or the Local Safeguarding Children Board to ensure a proper investigation of the complaint, followed by appropriate action.

### Records

- A record of complaints in relation to HVPS and 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 adopted at a meeting of

Harlington Village Pre-School and  
Wrap Around Care Committee

Held on

~~20/11/18~~[10<sup>th</sup> May 2016](#)

Date to be reviewed

[May 2017](#)

Signed on behalf of HVPS and WAC

Name of signatory

~~Nina Biscoe~~[Beeki Hoeking](#)

Role of signatory

~~Chairperson~~[Chair](#)

### 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~~2~~) ~~? 2015 should we purchase on PSLA site~~