

Harrold Pre-School Policies



Making a complaint

Policy statement

Harrold Pre-School believes that children and parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes. The Pre-School welcome suggestions on how to improve and will give prompt and serious attention to any concerns about how the Pre-School is run. 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, there will be a set of procedures to follow for dealing with concerns. Harrold Pre-School aims to bring all concerns about the running of the Pre-School to a satisfactory conclusion for all of the parties involved.

PROCEDURE

Making a complaint

Stage 1

- Any parent/carer who has a concern about any aspect of Harrold Pre-School's provision will first of all talk over their concern with the Pre-School Leader, Georgie Markham.
- Most complaints will be resolved amicably and informally at this stage.

Stage 2

- If stage 1 does not have a satisfactory outcome, or if the problem recurs, the parent/carer can move to stage 2 of the procedure by putting their concerns or complaint in writing to the Pre-School Leader and the Chair of the Harrold Pre-School Committee, Laura Porter.
- Any written complaints from parents/carers will be stored in the child's personal file. However, if the complaint involves a detailed investigation, the Pre-School Leader will place all information relating to the investigation in a separate Complaints File designated for this complaint.
- When the investigation into the complaint is completed, the Pre-School Leader will meet with the parent/carer to discuss the outcome.
- Parents/carers will be informed of the outcome of the investigation within 28 days of making the complaint.
- When the complaint is resolved at stage 2, the summative points will be logged in the Complaints File.

Stage 3

- If the parent/carer is not satisfied with the outcome of the investigation, he or she can request a meeting with the Pre-School Leader and the Chair of Harrold Pre-School Committee. The parent/carer may have a friend or partner present if required and the Preschool Leader will have the support of the Chairperson of Harrold Pre-School Committee, present.
- An agreed written record of the discussion will be made as well as any decision or action to take as a result. All of the parties present at the meeting will sign the record and receive a copy of it.
- This signed record will signify that the procedure has been concluded. When the complaint is resolved at this stage, the summative points will be logged in the Complaints File.

Stage 4

- If the parent/carer and Harrold Pre-School cannot reach an agreement, an external mediator will be invited to help settle the complaint. This person must 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 must keep all discussions confidential. S/he must hold separate meetings with Harrold Pre-School personnel (Pre-School Leader and Chair of Harrold Pre-School Committee) and the parents/carers, if this is decided to be helpful. The mediator must keep 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 parents/carers, Harrold Pre-School Leader and the Chair of Harrold Pre-School Committee will be held. The purpose of this meeting will be to reach a decision on the action to be taken to deal with the complaint. The mediator's advice will be used to reach this conclusion. The mediator can be 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, will be made. Everyone present at the meeting will sign the record and will receive a copy of it. This signed record will signify that the procedure has been concluded.

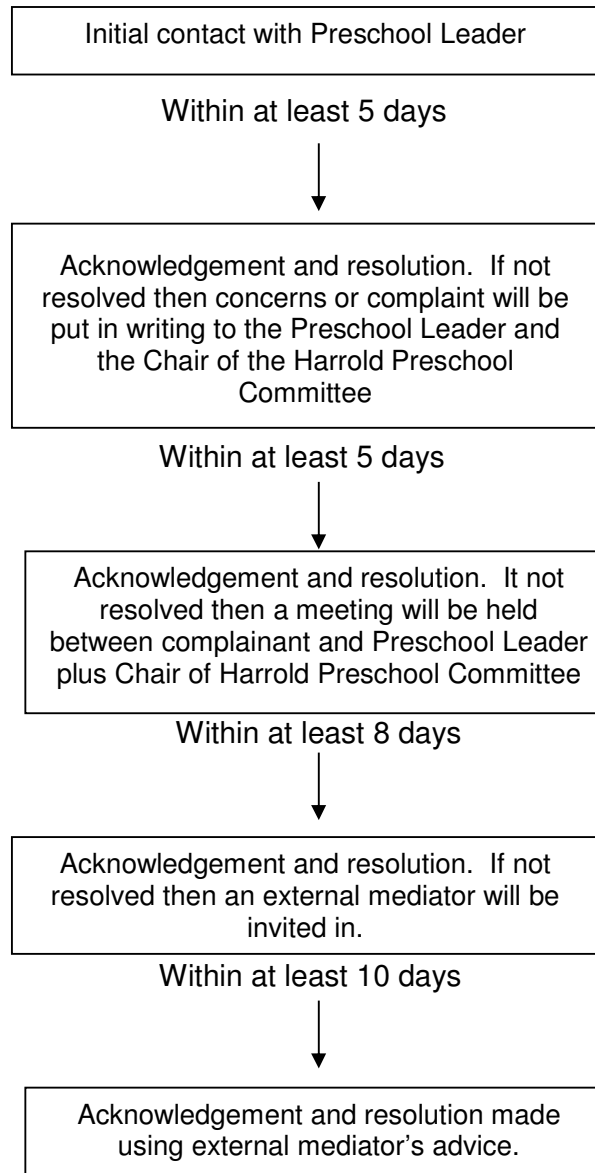
The role of the Office for Standards in Education, Children's Services and Skills (Ofsted) and the Local Safeguarding Children Board

- Parents may approach Ofsted directly at any stage of this complaints procedure. In addition, where there seems to be a possible breach of Harrold 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 4666**
- These details are displayed on our notice board in the foyer.
- If a child appears to be at risk, Harrold Pre-School follows the procedures of the Local Safeguarding Children Board in our local authority.
- In these cases, both the parents/carer and Harrold Pre-School will be informed and the Pre-School Leader/Safeguard Lead will work 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 against Harrold Pre-School and/or the children and/or the adults working in the Pre-School will be kept, including the date, the circumstances of the complaint and how the complaint will be managed.

Timetable for Complaints Procedure



Complete resolution must take place within 28 days