

HANHAM TODDLERS PRE-SCHOOL

Title	Complaints	Reference	P2-7
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1.0 Policy

1.1 It is the Pre-School's intention to provide a friendly and caring environment to all children and families and to work in partnership with Parents/Carers and the community in general. The Pre-School believe that Parents/Carers are entitled to courtesy and prompt, careful attention to their concerns, needs and wishes.

2.0 Scope

2.1 This procedure defines the process to follow when a complaint about the Pre-School, or its operation is received.

3.0 Referenced Documents

Statutory Framework for the Early Years Foundation Stage

P1-2 Record Retention

P2-17 Confidentiality Procedure

4.0 Definitions

The Pre-School: Hanham Toddlers Pre-School

Board of Trustees: the body that has the overall responsibility for the day-to-day running of the Pre-School, comprising the Trustees, including a Chair of the Trustees (The Chair) and the Pre-School Manager(s).

Approved	Print Name	S Rouch	Position: Manager
	Signature	Signed copy held in Master Procedure Manual	Date: 23 February 2023
Authorised For issue	Print Name	K Ricketts	Position: Chair
	Signature	Signed copy held in Master Procedure Manual	Date: 9 February 2023
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<p>5.0 Procedure</p> <p>5.1 <u>Contents</u></p> <p>5.1 Contents</p> <p>5.2 Introduction</p> <p>5.3 Making Concerns Known</p> <p>5.4 Formal Resolution</p> <p>5.5 Escalation</p> <p>5.6 Records</p> <p>5.2 <u>Introduction</u></p> <p>5.2.1 The Pre-School believe that, in most instances, complaints are made constructively and can be promptly and satisfactorily resolved. It is in the best interest of both the Pre-School and Parents/Carers that complaints are taken seriously and dealt with fairly.</p> <p>5.2.2 All concerns and complaints shall be handled with the strictest of confidence in accordance with the Confidentiality Procedure 2-17.</p> <p>5.2.3 A record of receipt for all complaints, however made or received, shall be made using the Complaints Record Form (Form F5) containing the following information:</p> <ul style="list-style-type: none"> • the date on which the complaint was received • the name of the complainant (if known) • how the complaint was received • the affected standards • a description of the complaint <p>Note: The complaint may be received verbally, in an electronic form eg. E-mail, a formal letter, and could be anonymous.</p> <p>5.3 <u>Making Concerns Known</u></p> <p>5.3.1 Any person who has a concern regarding any aspect of the Pre-School's activities is encouraged to, in the first instance, raise the issue verbally with the Manager, as defined in the <i>Parent/Carer Induction Pack</i>.</p>			
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<p>5.3.2 If the issue is resolved at this stage a Complaint Summary Form (Form F6) shall be completed, containing the following information:</p> <ul style="list-style-type: none"> • the date on which the complaint was received • a description of the complaint • how the complaint was received • the conclusions to any investigation and any actions taken • referrals (if any) <p>5.3.3 All Complaint Summary Forms shall be made accessible to any Parent/Carer of a child attending, or considering attendance at the Pre-School, as well as <i>OfSTED</i>, on request.</p> <p>5.3.4 In the event that this does not resolve the issue, or that it recurs, the concerned person shall raise the concern, in writing, to the Chair of the Board of Trustees, as defined in the <i>Parent/Carer Induction Pack</i>.</p> <p>5.3.5 It shall be noted that it is not obligatory for complaints to be raised following Sections 5.3.1 to 5.3.4, ie. a complaint could be raised directly to an outside organisation, eg. <i>OfSTED</i>.</p> <p>5.3.6 In this event, the Setting will follow the necessary procedural requirements defined by the relevant Organisation.</p> <p>5.4 <u>Formal Resolution</u></p> <p>5.4.1 On receiving the complaint a further Complaints Record Form (FormF5) shall be raised. The Chair, the Manager(s) and at least one other member of the Board of Trustees shall hold a meeting to discuss the situation.</p> <p>5.4.2 Legal advice shall be sought if considered necessary.</p> <p>5.4.3 Within one week of receiving the complaint, and where appropriate, a meeting shall be arranged with the concerned person, the Manager(s), the Chair and at least one other member of the Board of Trustees. The concerned person shall be informed that they are entitled to be accompanied, at the meeting, if required.</p> <p>5.4.4 An agreed written record of the meeting shall be made and signed by both the Chair and the concerned person.</p> <p>5.4.5 The record of the meeting shall be kept by the Chair.</p> <p>5.4.6 The concerned person shall be notified in writing of the findings and conclusion of any investigation within 28 days of receipt of the letter of complaint.</p> <p>5.4.7 Throughout the investigation all associated records shall be kept by the Chair and shall remain strictly confidential at all times, (ref. Confidentiality Procedure P2-17).</p>			
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<p>5.4.8 Providing no further action is necessary a Complaint Summary Form (Form F6) shall be completed as detailed in Paragraph 5.2.2.</p> <p>5.5 <u>Escalation</u></p> <p>5.5.1 If the issue remains unresolved to the concerned person's satisfaction, a statement of such shall again be put in writing to the Chair, stating the reasons.</p> <p>5.5.2 On receiving the further letter of complaint, the process defined in Section 5.3 shall be repeated.</p> <p>5.5.3 In the event that failure to reach resolution continues, the Chair may decide to enlist the support of an external mediator acceptable to both parties.</p> <p>5.5.4 The mediator shall liaise independently with both parties and, although has no legal powers, can help to clarify the situation, and offer advice.</p> <p>The Chair shall also be present.</p> <p>5.5.5 An agreed written record of the meeting shall be made and signed by both the Chair and the concerned person.</p> <p>5.5.6 The record of the meeting shall be kept by the Chair.</p> <p>5.5.7 In some circumstances it may be necessary to involve <i>OfSTED</i>:</p> <p style="padding-left: 40px;">Telephone: 0 300 123 1231</p> <p style="padding-left: 40px;">Address: National Business Unit OFSTED Piccadilly Gate Store Street Manchester M1 2WD</p> <p style="padding-left: 40px;">e-Mail: enquires@ofsted.gov.uk</p> <p>5.5.8 Throughout the investigation all associated records shall be kept by the Chair and shall remain strictly confidential at all times.</p> <p>5.5.9 Providing no further action is necessary a Complaint Summary Form (Form F6) shall be completed as detailed in Paragraph 5.2.2.</p> <p>5.6 <u>Records</u></p> <p>5.6.1 At the conclusion of all activities all records shall be kept by the Manager for a period of 10 years from the date that the record was made, in accordance with the Record Retention Procedure, P1-2.</p>			
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6.0 Amendment Record

Issue 4:

Replace C Gibbs with L Sims as Chair

Insert reference *Statutory Framework for the Early Years Foundation Stage* in Section 3

Insert Amendment Record

Change phone number and address in Section 5.5.7

Issue 5:

Replace L Sims with L Hansom

Remove reference to Deputy Manager in Section 4

Replace *Parent/Carer* with *concerned Person* in Sections 5.3.1, 5.3.4, 5.4.2, 5.4.3, 5.4.5, 5.5.1 and 5.5.5

Insert new Sections 5.3.5 and 5.3.6

Re-word Section 5.4.1

Re-word Section 5.4.2

Insert new Section 5.4.2 and re-number Sections 5.4.3 – 5.4.8

Issue 6:

Update name of Manager and Chair in signature block

Section 4 – re-word Definitions to reflect the introduction of the Board of Trustees

Paragraph 5.3.4 – replace reference to Management Committee with Board of Trustees

Paragraph 5.4.1 – replace reference to Management Committee with Board of Trustees

Paragraph 5.4.3 – replace reference to Management Committee with Board of Trustees

Paragraph 5.4.7 – remove reference to the Pre-school Chair

Paragraph 5.5.1 – remove reference to the Pre-school Chair

Paragraph 5.5.4 – replace MEET with LIASE

Paragraph 5.5.8 – remove reference to the Pre-school Chair