



### **Statutory framework requirement: Complaints**

Providers must put in place a written procedure for dealing with concerns and complaints, working in partnership with parents

## **Concerns and complaints procedure**

At Hartfield Playschool we aim to provide the highest quality education for all our children in a warm and caring environment, within which all children can learn and develop as they play.

We believe children and parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes. Our intention is to work in partnership with parents and the community generally and we welcome suggestions on how to improve Playschool at any time. Many concerns can be resolved quickly by an informal approach to the appropriate member of staff. However, if this does not achieve the desired result, the following procedures should be used.

### **How to make a complaint**

Any parent who has a concern about any aspect of Playschool's provision should first of all talk over their concerns with the Early Years Manager and/or the Business Manager. If this does not have a satisfactory outcome within a couple of weeks, or if the problem recurs, the parent should put the concerns or complaint in writing to the Early Years Manager and the Business Manager or Trustee.

The next stage is to request a meeting with the Early Years Manager and the Business Manager or Trustee. The parent should have a friend or partner present if required, and an agreed written record of the discussion should be made. *Most complaints should be resolved informally or at this initial stage.*

If the matter is still unresolved to the parent's satisfaction, the parent should again approach the Business Manager or Trustee. At this point, if agreement cannot be reached, it might be helpful to invite an external mediator, who is acceptable to both parties, to listen to both sides and offer advice. The mediator has no power to enforce a decision, 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 will be available to act as mediator if both parties wish it. The mediator will keep all discussions confidential. She/he will meet with both parties if requested and will keep an agreed written record of any



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meetings that are held and of any advice she/he has given. The involvement of a mediator represents the final stage in the complaints procedure.

### **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 the setting'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.
- Parents can complain to Ofsted by telephone or in writing at:  
  
Ofsted National Business Unit, Piccadilly Gate, Store Street, Manchester M1 2WD  
  
Tel: 0300 123 1231
- These details are displayed on our notice board in the cloak room.
- If a child appears to be at risk, Hartfield Playschool follows the procedures of the Local Safeguarding Children Board.
- In these cases, both the parent and Hartfield Playschool are informed and the Supervisor 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 Hartfield Playschool, or the children or the adults working at Hartfield Playschool, is kept for at least three years; including the date, the circumstances of the complaint and how the complaint was managed.
- The outcome of all complaints is recorded in our 'Complaint Investigation Record', which is available for parents and Ofsted inspectors to view on request.



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**This policy was reviewed by the Early Years Manager: Debbie Arnett and adopted by Hartfield Playschool staff and Committee in February 2014.**

**Reviewed in September 2015**

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Reviewed and Updated: September 2019

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