



Hail Weston Pre-School, The Village Hall, High Street, Hail Weston, Cambs. PE19 5JS, Tel: 01480 214574

Making a Complaint Policy (Safeguarding children)

Policy statement

Hail Weston Pre-School Activity Group (HWPAG) believes that children and parent/carers are entitled to expect courtesy and prompt, careful attention to their needs and wishes. We welcome suggestions on how to improve our pre-school and will give prompt and serious attention to any concerns about the running of HWPAG. 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, we have a set of procedures for dealing with concerns. We aim to bring all concerns about the running of our HWPAG to a satisfactory conclusion for all of the parties involved.

Procedures

HWPAG is required to keep a 'Summary Log' of all complaints that reach Stage 2 or beyond. This is to be made available to parent/carers as well as to Ofsted inspectors.

Making a complaint

Stage 1

- Any parent/carer who has a concern about any aspect of our pre-school's provision should first of all talk these through with our Pre-school Leader.
- Most complaints are usually resolved amicably and informally at this stage.

Stage 2

- If this does not have a satisfactory outcome, or if the problem recurs, the parent/carer moves to this stage of the procedure by putting the concerns or complaint in writing to the Leader and the Chair of the management committee of HWPAG.
- For parent/carers who are not comfortable with making written complaints, there is a template form for recording complaints; the form may be completed with the person in charge and signed by the parent/carer.
- HWPAG stores written complaints from parent/carers in the child's personal file. However, if the complaint involves a detailed investigation, the HWPAG Leader(s) may wish to store all information relating to the investigation in a separate file designated for this complaint.
- When the investigation into the complaint is completed, the Pre-school Leader meets with the parent/carers to discuss the outcome.
- Parent/carers 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 our Complaints Summary Record.

Stage 3

- If the parent/carer is not satisfied with the outcome of the investigation, he or she requests a meeting with the Pre-school Leader and the Chair of the management committee. The parent/carer should have a friend or partner present if required and the Leader should have the support of the Chair of the management committee.
- 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 Complaints Summary Record.

Stage 4

- If at the Stage 3 meeting the parent/carer and HWPAG 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 or the Early Years Foundation Stage Advisor for HWPAG are appropriate persons to be invited to act as mediators.
- The mediator keeps all discussions confidential. S/he can hold separate meetings with the HWPAG personnel (Pre-school Leader and Chair of the management committee) and the parent/carer, 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/carer, the Pre-school Leader and the Chair of the management committee is held. 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, Early Years Directorate (Ofsted) and the Local Safeguarding Children Board

- Parent/carers may approach Ofsted directly at any stage of this complaints procedure. In addition, where there seems to be a possible breach of HWPAG's registration requirements, it is essential to involve Ofsted as the registering and inspection body with a duty to ensure the 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

The Office for Standards in Education, National Business Unit Ofsted, Piccadilly Gate, Store Street, Manchester M1 2WD

- These details are displayed on the HWPAG's notice board.
- If a child appears to be at risk, HWPAG follows the procedures of the Local Safeguarding Children Board in our local authority.
- In these cases, both the parent/carer and HWPAG are informed and the Pre-school Leader(s) 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 against HWPAG and/or the children and/or the adults working in our 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 Summary Complaints Record which is available for parent/carers and Ofsted inspectors on request.

This policy was adopted at a committee meeting of HAIL WESTON PRE-SCHOOL ACTIVITY GROUP held on January 2020

Date to be reviewed: January 2021

Signed on behalf of the Management Committee:.

Lizzie Spear

Signatory:.....

Role of signatory: Chairperson



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LOGGING A CONCERN

Name of Child	
Family Address	
Date	Time
Name of Recorder (Print)	Signature:
Position Held at Group	
Ask yourself why are you recording the incident.	
Record the following factually: Who?	
What?	
Where?	
When?	
Offer an opinion where relevant (How might this have happened?)	



LOGGING A CONCERN

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Substantiate the opinion.

Action taken by Hail Weston Pre-school Activity Group

Professionals Informed

Date:

Child Protection Officer's Name:

Child Protection Officers Signature: