



### **Safeguarding and Welfare Requirement: Information and Records**

Hawkesbury Preschool has in place a written procedure for dealing with concerns and complaints from parents and/or carers, visitors and staff

## **Making a complaint**

Hawkesbury Preschool believes that children, parents, visitors and staff are entitled to expect courtesy and prompt, careful attention to their needs and wishes. We welcome suggestions on how to improve our service and will give prompt and serious attention to any concerns about the running of Hawkesbury Preschool. We anticipate that most concerns will be resolved quickly by an informal approach to the appropriate member of staff or a member of the Committee. 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 Hawkesbury Preschool to a satisfactory conclusion for all of the parties involved. Staff may make a complaint, however if it a grievance against any other member of staff or a committee officer the Grievance Procedure must be followed.

**Procedures** We keep a written record of all complaints that reach stages two or beyond and their outcome. This is available to parents as well as to Ofsted inspectors on request.

### ***Making a complaint***

#### **Stage 1**

- Any person who has a concern about an aspect of Hawkesbury Preschool's provision talks over, first of all, their concerns with Hawkesbury Preschool's Manager and / or Chairperson/Vice Chairperson
- 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 concerns or complaint must be put in writing to the manager and the chair of the management committee.
- Written complaints are stored in the child's personal file or the appropriate member of staff's personal file if the complaint is directed at an individual member of staff, along with any investigation reports
- When the investigation into the complaint is completed, the Manager or Committee Chairperson meets with the person who has made the complaint to discuss the outcome.
- The person who made the complaint 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 Complaints Investigation Record.

### **Stage 3**

- If the person making the complaint is not satisfied with the outcome of the investigation, they must request a meeting with the Manager **and** the chair of the management committee. We advise that the person making the complaint has another person present at this stage.
- An agreed written record of the discussion is made as well as any decision or action to be taken 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 Investigation Record.

### **Stage 4**

- If at the stage three meeting the person making the complaint and Hawkesbury Preschool 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.

- The mediator keeps all discussions confidential. S/he can hold separate meetings with Hawkesbury Preschool's personnel (manager and chair of the management committee) and the person making the complaint, 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 person making the complaint, the Manager 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*

- Parents may approach Ofsted directly at any stage of this complaints procedure. In addition, where there seems to be a possible breach of Hawkesbury Preschool'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 are adhered to.
- **The number to call Ofsted with regard to a complaint is: 0300 123 1231**
- **Email mail to: [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)**

These details are displayed on our notice board.

#### **Records**

- A record of complaints against Hawkesbury Preschool and/or the adults working at Hawkesbury Preschool 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 Complaints Investigation Record which is available for parents and Ofsted inspectors on request.

Useful contacts:

Preschool manager: Louisa Tooker [louisa.tooker@hawkesbury.org.uk](mailto:louisa.tooker@hawkesbury.org.uk) (private & secure email) [hawkesburypreschoolg19@gmail.com](mailto:hawkesburypreschoolg19@gmail.com) (please note that this is an unsecure email and is accessible to all staff)

Chairperson (Jo Duke & Debbie Cleary) & Committee Officers (Rosie Latter, Jill Poturicic): [OfficersHawkesburypreschoolg19@gmail.com](mailto:OfficersHawkesburypreschoolg19@gmail.com) (please note that this is an unsecure email and is accessible to all committee officers)