

# HAGLEY PRIMARY SCHOOL

## KINDERGARTEN



### Complaints Policy and Procedure

We aim to provide the highest quality care for all our children, their families, staff, visitors and volunteers. We aim to offer a welcome to each individual child, family, member of staff, visitor and volunteer and to provide a warm and caring environment within which all children can learn and develop as they play.

We believe everyone is entitled to expect courtesy and prompt care and 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 our group at any time.

#### Making concerns known

- Stage 1** A parent/carer, member of staff, visitor or volunteer who is uneasy about any aspect of the settings operation should first of all talk over any worries and anxieties with the Kindergarten Manager. It is hoped that most issues will be resolved amicably and informally at this stage.
- Stage 2** If there is not a satisfactory outcome at stage 1, the matter should be put in writing to the Manager and/or HPS Care Limited Directors. For parents who are not comfortable with making written complaints a template form is available. Early Years and Childcare should be informed (whether the complaint is upheld or not and including complaints deemed to be minor matters, as judged by Ofsted) in order that they may work with us to resolve any issues. When the investigation into the complaint is completed the Kindergarten Manager will meet with the parent to discuss the outcome. If the complaint is resolved at this stage the details are logged in the complaints summary record folder.
- Stage 3** If the parent is not satisfied with the outcome at stage 2, they may request a meeting with an HPS Care Limited Director, minutes will be taken and all parties are given a copy. If the matter is concluded the details will be logged in the complaints summary record folder.
- Stage 4** If at stage 3 agreements cannot be reached, an external mediator (e.g. a Worcestershire Early Years Improvement advisor) will be invited to review the situation and suggest further ways by which the complaint may be resolved. The mediator keeps records of all meetings which are always confidential.
- Stage 5** A meeting is held between parent, Kindergarten Manager and an HPS Care Limited Director to discuss the mediators' conclusions, and any actions to be taken. A record of this meeting is kept, with everyone present signing and receiving a copy. This document signifies that the procedure is satisfactorily concluded.

- The outcome of any investigation should be satisfactorily concluded within 28 days of receiving the complaint.
- Parents may approach OFSTED at any stage of this complaints procedure. The telephone number is: 0300 123 1231.
- If the complaint involves a child at risk, the procedures in Kindergarten's Safeguarding/Child Protection policy are followed.
- Anonymous records of all complaints and their outcomes are kept for a minimum of 3 years.
- Confidential copies are kept in the child's records.

The registering authority for Kindergarten is:

OFSTED  
National Business Unit  
Piccadilly Gate  
Store Street  
Manchester M1 2WD

Telephone: 0300 123 1231

Concerns/complaints/compliments forms are available on the parent's notice board. Complaints relating to the general welfare requirements will be transferred to our complaints log.

**We believe that most complaints are made constructively and can be sorted out at an early stage. We also believe that it is in the best interests of Kindergarten and other parties that complaints should be taken seriously and dealt with fairly and in a way which respects confidentiality.**

This policy and procedure was compiled by the Kindergarten staff in consultation with

HPS Care Limited Directors on \_\_\_\_\_ and reviewed annually.

Last reviewed: 1 September 2020

Signed *Gail Hall* Kindergarten Manager