

# **STANDARD 10**

## **– INFORMATION AND RECORDS**



### **EYFS key themes and commitments**

1.2 Inclusive practice	2.1 Respecting each other 2.2 Parents as partners	3.2 Supporting every child 3.4 The wider context	
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### **Standard 10.12 – Making a complaint**

Our Preschool aims to provide a safe, stimulating and caring environment where children and their families feel welcome and valued. We believe in working together with parents to ensure their children's needs are identified and met.

We believe that children and parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes. We welcome suggestions on how to improve our setting and will give prompt and serious attention to any concerns about the running of Horsted Keynes Preschool. 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 HKPS to a satisfactory conclusion for all of the parties involved.

We welcome comments from parents about our provision and recognise that parents are the prime educators of their child and that comments, whether positive or negative, about our Preschool, are made with the child's interest at heart.

#### **Procedures**

All settings are required to keep a written record of any complaints that reach stage 2 and above, and their outcome. This is to be made available to parents, as well as to Ofsted inspectors on request. A full procedure is set out in the Preschool Learning Alliance publication Complaint Investigation Record (2012) which acts as the 'summary log' for this purpose.

#### **Making a complaint**

##### *Stage 1*

- Where possible talk to your child's key person or a senior staff member about your complaint.
- We hope that most complaints should be resolved amicably and informally at this stage.
- The staff member will record the complaint and response given with signatures from both parties on the documentation. If you are satisfied with the response, this will then be passed onto the Manager to place in the complaints file.
- If you feel uncomfortable about approaching the key person or the staff, bring your complaint directly to the Manager or Deputy Manager who will investigate the complaint and respond to you with an outcome.
- If the complaint is about the Manager, ask for the name and contact details for the Chairperson and pass on your complaint in writing to the named person.

##### *Stage 2*

- If this does not have a satisfactory outcome, or if the problem recurs, the parent puts the concerns or complaint in writing to the Manager and or the chair of the management committee.
- For parents who are not comfortable with making written complaints, there is a template form for recording complaints, just ask one of the team; the form may be completed with the Manager/Deputy and signed by the parent.
- The setting stores written complaints from parents in the child's personal file. However, if the complaint involves a detailed investigation, the Manager/Deputy 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 setting Manager/Deputy meets with the parent to discuss the outcome.
- Parents 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 Complaint investigation record.

#### *Stage 3*

- If the parent is not satisfied with the outcome of the investigation, he or she requests a meeting with the Manager and the chair of the management committee.
- The parent should have a friend or partner present if required and the Manager should have the support of the chairperson of the management committee, present.
- An agreed written record of the discussion is made as well as any decision or action to take as a result. All 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 Complaint investigation record.

#### *Stage 4*

- If at the stage 3 meeting the parent and setting cannot reach agreement, then 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 Preschool Learning Alliance are appropriate persons to be invited to act as mediators.
- The mediator keeps all discussions confidential. S/he can hold separate meetings with the setting personnel (setting Manager and chair of the management committee) and the parent, 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, the setting 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, Children's Services and Skills (Ofsted), the Local**

#### **Safeguarding Children Board and the Information Commissioner's Office**

- 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 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 setting's notice board.
- If a child appears to be at risk, our setting follows the procedures of the Local Safeguarding Children Board in our local authority.
- In these cases, both the parent and setting are informed, and the setting leader works with Ofsted or the Local Safeguarding Children Board to ensure a proper investigation of the complaint, Followed by appropriate action.
- The Information Commissioner's Office (ICO) can be contacted if you have made a complaint about the way your data is being handled and remain dissatisfied after raising your concern with us. For further information about how we handle your data, please refer to the Privacy Notice given to you when you registered your child at our

setting. The ICO can be contacted at Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or ico.org.uk


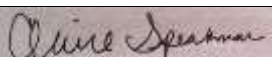

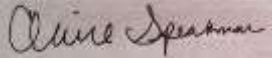

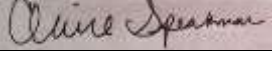

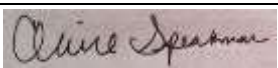
## Records

- A record of complaints in relation to HKPS, or the children or the adults working in our setting, 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 Complaint's book, which is available for parents and the Ofsted inspector on request

## Allegations against staff

If an allegation is made against a member of the Preschool staff (or a volunteer helper), it will always be investigated by the Managers, Ofsted, or the Local Safeguarding Children Board or, in the case of the allegation being against the Managers, Ofsted or the Local Safeguarding Children Board will be contacted immediately. If it is felt, after these initial investigations, that a further enquiry is needed, then the member of staff will be suspended. Suspension is a neutral act, and in no way, implies that the person is guilty of any wrongdoing. However, it is acknowledged that this would be distressing for the person concerned, and the Preschool will do all it can to balance the interests of any individual with that of the need to keep children safe. The Preschool will seek advice from Ofsted or the Local Safeguarding Children Board on these matters, and comply with national and locally agreed guidance.

**Everyone involved with any discussion and outcome of a complaint will be expected to treat all information as confidential and will not discuss the situation with anyone else.**

This policy was adopted by	Horsted Keynes Preschool
On	1 <sup>st</sup> October 2016
Reviewed 1 <sup>st</sup> Oct 2017	 
Reviewed 1 <sup>st</sup> Oct 2018	 
Reviewed 1 <sup>st</sup> Oct 2019	 
Reviewed 1 <sup>st</sup> Oct 2020	
Reviewed 1 <sup>st</sup> Oct 2021	
Reviewed 1 <sup>st</sup> Oct 2022	
Signed on behalf of the provider	
Name of signatory & Role of signatory	Clare Humphreys Manager
Countersigned by Chair of committee	
Name of Counter signatory	Claire Speakman