



Procedures

COMPLAINTS PROCEDURE

Hatch Warren Under Fives and Kempshott Under Fives Preschool, will hereafter referred to as the "Preschool".

Preschool strives to provide the highest quality education and care for all our children. We aim to offer a welcome to each individual child and family and to provide 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 our group at any time.

MAKING A CONCERN KNOWN:

- A parent who is uneasy about any aspect of the group's provision should first of all talk over any worries and/or anxieties with the Preschool Manager / Key Person.
- If this does not have a satisfactory outcome, the parent/carer should put the concerns or complaint in writing to the Management Committee Chairperson and request a meeting with the Preschool Manager and a member of the Management Committee. The parent/carer may have a friend or partner present if desired and an agreed written record of the discussion should be made. The complaint will be recorded in the complaints log by the Chairperson.

Most complaints should be resolved informally or at this initial stage, however:

- If the matter is still not resolved to the parent/carer's satisfaction, the parent/carer should again contact the Preschool Manager/Chair of the Management Committee.
- If the parent/carer and preschool cannot reach an agreement, it might be helpful to invite an external mediator, one who is acceptable to both parties, to listen to both sides and offer advice. A mediator has no legal powers but can help to clarify the situation. Staff or volunteers within a preschool or childcare organisation such as the PLA (Preschool Learning Alliance) can act as mediator if both parties wish.
- The mediator will help define the problem, review the action so far and suggest further ways in which it might be resolved.
- The mediator will keep all discussions confidential. They will meet with the group if requested and will keep an agreed written record of any meetings that are held and of any advice given.

The role of the Office for Standards in Education, Early Years Directorate (Ofsted)

Parents may approach Ofsted directly at any stage of this complaints procedure. In addition, where there seems to be a possible breach of our registration requirements, it is essential to involve Ofsted as the registering and inspection body with a duty to ensure the Statutory Framework for the Early Years Foundation Stage, are adhered to. They can be contacted on;

Ofsted
Piccadilly Gate,
Store Street,
Manchester,
M1 2WD
Tel: 0300 123 1231
Website: www.ofsted.gov.uk/childcare

If a child appears to be at risk, our preschool follows the procedures of the Local Hampshire Safeguarding Children's Board (LSCB) in our local authority.

In these cases, both the parent and preschool are informed and the Preschool Manager works with Ofsted and/or the Hampshire Safeguarding Children's Board (LSCB) to ensure a proper investigation of the complaint followed by appropriate action.

If an allegation is made against a member of the Staff or Committee we follow the guidance of the Hampshire Safeguarding Children's Board (HSCB) when investigating any complaints. The relevant agencies will be informed ie. Safeguarding in Education, Social Care, Child Protection & Sexual Crime Unit (police) and Ofsted. Our Designated Officer for dealing with complaints is the Chair of the Management Committee.

Records

A record of complaints against our preschool and/or the children and/or the adults working in our preschool is kept, including the date, the circumstances of the complaint and how the complaint was managed. All suspicions and investigations are kept confidential and shared only with those who need to know any information is shared under the guidance of the HSCB. All records are kept in line with current legislation.

This Procedure was updated by the Preschool Committee on:

Signed on behalf of the preschool _____