



Complaints Procedure

HPPN always aims to provide a high-quality childcare and learning environment for all children. We offer a welcome to each individual child and family, in a caring environment, so that all children can learn and develop. We believe that 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. We welcome suggestions for how we can improve our service. We anticipate that most concerns will be resolved quickly, by an informal approach to the 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 setting to a satisfactory conclusion for all of the parties involved.

Procedures:

HPPN keeps a Record of Complaints file which is available to be shared with staff/Ofsted on request. All outcomes and actions reaching stage 2 and beyond will be included in the file.

Making a complaint:

Stage 1

- Any parent who has a concern about an aspect of the setting's provision or staff talks over, first of all, his/her concerns with the key person or room leader.
- Most complaints should be resolved amicably and informally at this stage.

Stage 2

- If stage 1 does not have a satisfactory outcome, or if the problem recurs, the parent moves to this stage of the procedure by putting the concerns or complaint in writing to one of the Management Team.
- We store written complaints from parents in the child's personal file as well as our complaint file. However, if the complaint subsequently involves a detailed investigation, the leader may wish to store all information relating to the investigation in a separate file designated for this complaint.
- The leader completes an investigation into the complaint.
- When the investigation into the complaint is completed, the leader communicates with the parents 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 Record of Complaints.

Stage 3

- If the parent is not satisfied with the outcome of the investigation, he or she may request a meeting with the Manager and the owner. The parent may have a friend or partner present if they would like to, and the Manager may have support from other members of the Leadership Team.
- If a resolution is agreed, 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 should sign the record and receive a copy of it.



Holland Park Pre-Prep & Nursery

- This signed record signifies that the procedure has been concluded. When the complaint is resolved at this stage, the summative points are logged in the Record of Complaints.

Stage 4

- If at the stage 3 meeting, the parent and setting cannot reach agreement, an external independent mediator is invited to help 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. Our default independent mediator is Lucy Lloyd Williamson; however, the mediator must be agreed by both parties.
- The mediator keeps all discussions confidential. S/he can hold separate meetings with staff at the setting and/or 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 his/her investigations, a final meeting between the parent, the Manager and the owner 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 that 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 presents at the meeting signs the record and receives a copy of it. This signed record signifies that the procedure has concluded, and the summative points are logged in the Record of Complaints.

The role of Ofsted and the Local Safeguarding Children Board

- Parents may approach Ofsted directly at any stage of this complaint's 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 that the Safeguarding and Welfare Requirements of the Early Years Foundation Stage are adhered to. The contact details for Ofsted are given below.
- If a child appears to be at risk, our setting follows the procedures of the Local Team of Safeguarding Partners.

We believe that most complaints are made constructively and can be settled at an early stage. We also believe that it is in the best interests of the setting that complaints should be taken seriously, dealt with fairly and in a way that respects confidentiality. We welcome opportunities to work with parents in seeking a resolution.



Holland Park Pre-Prep & Nursery

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