



Batford Early Years Centre

Complaints Policy and Procedure

Policy reviewed: June 2017

Next Review date: June 2019

Signed..... Head of Centre / Headteacher Date:

Signed..... Chair of Governing Body Date:

To Contact Ofsted: Tel: 0300 123 1231

Email: enquiries@ofsted.gov.uk

Or: www.ofsted.gov.uk

A Sure Start Children's Centre



Batford Nursery

Batford Nursery

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Batford Nursery

Skylarks Daycare

Skylarks Daycare

Policy relates to:

Section 3 Statutory Framework for the EYFS - 3.74 – The Safeguarding and Welfare Requirements

'Providers must put in place a written procedure for dealing with concerns and complaints from parents and/or carers and must keep a record of complaints and their outcome.'

Policy Statement

BEYC is committed to providing all stakeholders with the highest levels of service. We very much welcome and value feedback regarding our provision. We are aware that from time to time circumstances may cause someone to be unhappy with the service provided. The aim at BEYC is to deal promptly and fairly with complaints. We are committed to working in partnership with parents/carers and all those accessing the centre. No discrimination will be taken against anyone who has expressed a concern or made a complaint. All complaints will be investigated and taken seriously. Where possible we will handle concerns raised informally and will adhere to the following procedures. If necessary, formal procedures will be undertaken. Where it is deemed that the complaint is a safeguarding issue the procedures of the Safeguarding Policy will be implemented. As in line with 1991 SEN Regulations and Section 29 of the Education Act 2002, this policy and procedures are available via BEYC website and are available to view by request.

If any party involved in the complaint has good reason to believe that a criminal offence has been committed then they have a legal obligation and responsibility to inform the police

Procedure

Stages of Complaint

Informal – Local resolution of the concern with staff member

Informal Complaints

A complaint may have been communicated verbally to a practitioner, or to a member of the senior management team or via letter or email:

- All concerns or complaints will be thoroughly investigated
- Practitioners will communicate all complaints to their line manager who will decide if the matter needs to be dealt with further. Brief notes of meetings and telephone calls and the final result of the complaint will be recorded and kept in the Centre
- Wherever possible the issue will be resolved informally. It may be sufficient to acknowledge that the complaint is valid in whole or in part. (This does not cause BEYC to accept liability) in this case an apology an explanation and an assurance that the event will not occur again will be expressed
- Clarification of any misunderstandings will be addressed appropriately
- Complainants will be encouraged to state what actions they feel might resolve the problem at any stage
- Complainants will be encouraged to discuss any further concerns should they arise at a later date

- The process of listening to and resolving complaints will contribute to the improvement plans of the Nursery, Children's Centre and Skylarks. A review of practice, relevant policies and procedures will take place in the light of the complaint

Formal Complaints

Where concerns cannot be resolved informally the following procedures will be followed. Formal complaints must be put in writing addressed to the following who will consider the matter:

Batford Nursery— Sue Mansfield - Headteacher

Stage 1

- The Headteacher will acknowledge receipt of the complaint within 3 working days and aim to meet the complainant within 10 working days

Stage 2

- If the complainant is not satisfied with the decision reached by the Headteacher they may appeal against it in writing to **Juliette Barker - Chair of Governors of Batford Nursery School (see flow chart for information regarding further action)**
- The Governing Body will hear the complaint and the Clerk to the Governing Body will respond in writing within 28 days

Further Recourse – Possibly to Local Authority, Ofsted or Department for Education (Where appropriate)

Children's Centre – Pat Everett - Children's Centre Manager

Stage 1

- The Manager will acknowledge receipt of the complaint within 3 working days and aim to meet the complainant within 10 working days
- The Manager will record the details of the complaint and inform the Headteacher of the matter

Stage 2

- If the complainant is not satisfied with the decision reached by the manager they may appeal against it in writing to **Juliette Barker - Chair of Governors of Batford Nursery School**
- The Governing Body will hear the complaint and the Clerk to the Governing Body will respond in writing within 28 days

Further Recourse – Possibly to Local Authority, Ofsted or Department for Education (Where appropriate)

Skylarks - Jo Hobbs – Day Care Manager.

Stage 1

- The Manager will acknowledge receipt of the complaint within 3 working days and aim to meet the complainant within 10 working days

- The Manager will record the details of the complaint and inform the Headteacher of the matter
- The Management Team will hear the written complaint and respond in writing within 28 days

Stage 2

- If the complainant is not satisfied with the decision reached by the Management Team they may appeal against it in writing, addressed to the Directors of Skylarks Day Care, whose decision is final.

Further recourse – A complaint may be made to Ofsted who will decide whether to investigate the complaint further by inspection of the setting

Where a complaint is made about a Manager or the Headteacher the following procedure will be followed:

- **Headteacher – Chair of Governors** will be first contact point and investigate the complaint
- **Children’s Centre Manager – Headteacher** will be first contact point and investigate the complaint
- **Day Care Manager – Headteacher** will be first contact point and investigate the complaint

Complaints made by one staff against another (including the Headteacher)

- Complaints from staff members are not covered by this procedure. These complaints will be dealt with by the Headteacher, Chair of Governors, Children’s Centre and Day Care Managers, informally in the first instance. If this approach fails to resolve the issue the Staff Grievance Procedures will be followed.

Complaint made by a Governor or parent about a member of staff

- Any staff member who is the subject of a Governor or parental complaint will have the opportunity to respond to the complaint during its investigation
- The staff member will be able to see any response sent to the complainant as a result of the investigation
- If the complaint is related to the conduct of the staff member, disciplinary procedures will be followed
- The procedures stated in this policy will be followed otherwise
- The Governor who has made the complaint will not participate in any meetings where the complaint or its final outcome is being discussed

Complaint by a member of staff against the action/decision of the Governing Body

- Any complaint will be routinely dealt with by a committee with delegated authority. This allows for an appeal or a rehearing by an unprejudiced group of Governors
- The staff member concerned will be given an opportunity to state his/her case to the panel. Any decision made by the panel will be final

Complaint by a parent whose child no longer attends the Centre

- The Governing body has a duty of care where a child remains on roll of the Nursery or Skylarks. Where parents have removed their child from the roll, this stance no longer applies

- The Governors will investigate the circumstances to ensure that all those concerned acted appropriately and that policies and procedures were carried out correctly
- It is not necessary to convene a Governor's complaint panel but the parents will be informed whether the complaint has been upheld or if any changes to practice and procedure have been agreed by the Governing Body.

Complaint by a member of the public

- Complaints from members of the public will be dealt with by the Headteacher or beyond that, the Chair of Governors

Complaint by a member of staff against an individual Governor acting in a personal capacity

- The Chair of the Governing Body (or Vice-Chair if the complaint is against the Chair) will attempt to resolve the matter informally. If a resolution is not possible and with agreement of the Governor concerned, a panel of Governors will consider the matter as under the normal complaints procedure stated in this document

Complaints related to the EYFS Statutory Framework

- All complaints made by parents, whether in writing or in electronic form, will be investigated. BEYC has a duty to provide the complainant with an account of the findings and any action taken as a result, within 28 days

Logging Complaints

- BEYC will keep a written record of verbal complaints or written complaints, any action taken and the outcome of any investigation in line with the Statutory Requirements of the EYFS. BEYC will also provide a summary to any parent of a child for whom it acts as a childcare provider and to Ofsted on request. Records of complaints must be retained for three years from the date on which they were made and will be kept securely in the building

Confidentiality

- BEYC will respect people's desire for confidentiality and where possible the complainants name will not be disclosed at full Governing Body meetings

Vexatious Complaints

It is understood that although every effort has been made to resolve an issue, occasionally a complainant remains dissatisfied or reacts in an inappropriate verbal or aggressive manner. In this case BEYC may decide to restrict contact. Any restrictions will be appropriate and proportionate. The complainant may be asked to:

- communicate via letter or email
- Communicate via the Headteacher, Children's Centre Manager or the Day Care Manager
- Be required to contact BEYC on certain days or restricted times
- Be asked to enter an agreement about contact with BEYC
- If the complainant attempts to reopen an issue that has already been examined through the complaints procedure, the Chair of Governors or Directors of Skylarks Day Care will inform them in writing that the procedure has been exhausted and the matter is now closed.

Parent and Carer Feedback

We very much value suggestions and ideas about how we can maintain the high quality provision that we offer. Feedback can be given in a number of ways:

- Via verbal feedback
- Via questionnaires
- Via email or letter

Child's Voice

Our belief is that children are competent, capable individuals and that the children's opinions and ideas are valuable and should be included to enhance their learning. These thoughts will be captured through:

- Day to day observations
- One-to-one and small group discussions
- Simple questionnaires such as marking likes/dislikes of an activity on a sheet of paper. E.g. smiley face/sad face
- Using ICT to record children's comments
- Displaying 'child's voice' on displays in the setting

Compliments

We very much appreciate the many compliments we receive about the caring professional staff that work at the centre and the excellent service that we provide. It is recognised that the compliments made are encouraging and rewarding to those who commit their time and effort at BEYC.

- Cards and complimentary letters or emails will be displayed and shared with all staff at staff meetings and when the compliment has been made
- Written compliments will be kept as evidence of our parent partnership for Ofsted inspections
- Extracts of quotes made will be included in Self Evaluation Forms where appropriate

Receiving gifts

It is recognised that parents and carers appreciate the work that we undertake at BEYC and often like to express their gratitude through the giving of gifts. Parents will not be encouraged to give expensive gifts or money. Staff will accept small gifts or tokens and share gifts out between staff teams. **Under no circumstances are Staff to accept gifts of money. Parents may wish to make donations through the school fund account via the admin office.**

Batford Ofsted Registration Number: 117068

Batford Nursery School Number: 499

Skylarks Day Care is registered as a Day Care provider by Ofsted.

Ofsted Telephone Number: 0300 123 1231

Skylarks Ofsted Registration Number: EY301868

For further information:

<http://www.thegrid.org.uk/>

<http://www.ofsted.gov.uk/early-years-and-childcare/for-parents-and-carers/how-complain>

www.hertsdirect.org/docs/docs/doc/h/misccompschool.doc

Useful contacts

Advisory Centre for Education (ACE)

1C Aberdeen Studios, 22 Highbury Grove, London, N5 2EA

Free Advice Line 2-5pm, Monday to Friday

Web: www.ace-ed.org.uk

Email: enquiries@ace-ed.org.uk

Phone: **0808 800 5793**

Children's Legal Centre

University of Essex, Wivenhoe Park, Colchester, Essex, CO4 3SQ

Free Advice Service, 2-5pm

Web: www.childrenslegalcentre.com

Email: clc@essex.ac.uk

Phone: **01206 873820**

Complaints Team

Customer Service Team, Room 164, County Hall, Hertford, SG13 8DF

Web: www.hertsdirect.org/your-council/hcc/childserv/comments/

Email: cs.complaints@hertscc.gov.uk

Phone: **01992 588542**

Parent Partnership Team (Special Educational Needs)

Room 152, County Hall, Hertford SG13 8DF

Web: www.hertsdirect.org/parentpartnership

Email: parent.partnership@hertscc.gov.uk

Phone: **01992 555847**

The Parent Partnership service provides impartial information and offers guidance on Special Educational Needs to Parents, Carers and Professionals. There are four Parent Partnership Supporters in the county and you can contact your local Supporter directly and confidentially. Their contact details are as follows:

- **Irene Holland - 01462 634488**
(Stevenage/Hitchin/Letchworth/Baldock/villages)
- **Dawn Owen - 01920 411152**
(Hertford/Ware/Bishops Stortford/Waltham Cross/Hatfield/WGC/villages)
- **Kären Edwards - 01442 453316**
(Watford/Rickmansworth/Potters Bar/Borehamwood/villages)
- **Helena Marks - 01442 217143**
(St Albans/Hemel Hempstead/Tring/Harpenden/Berkhamsted/villages)

ParentlinePlus

520 Highgate Studios

53-79 Highgate Road

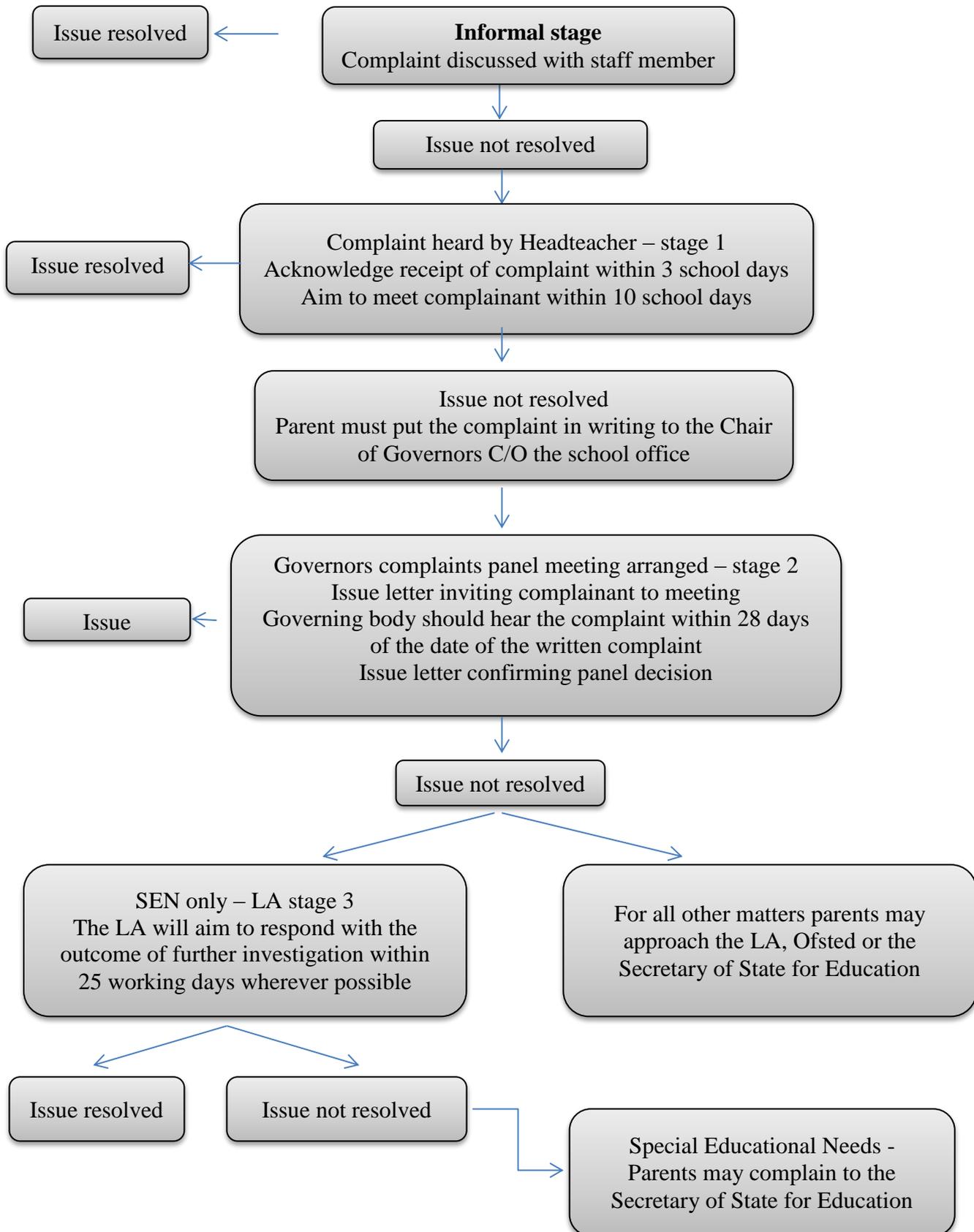
Kentish Town

London, NW5 1TL

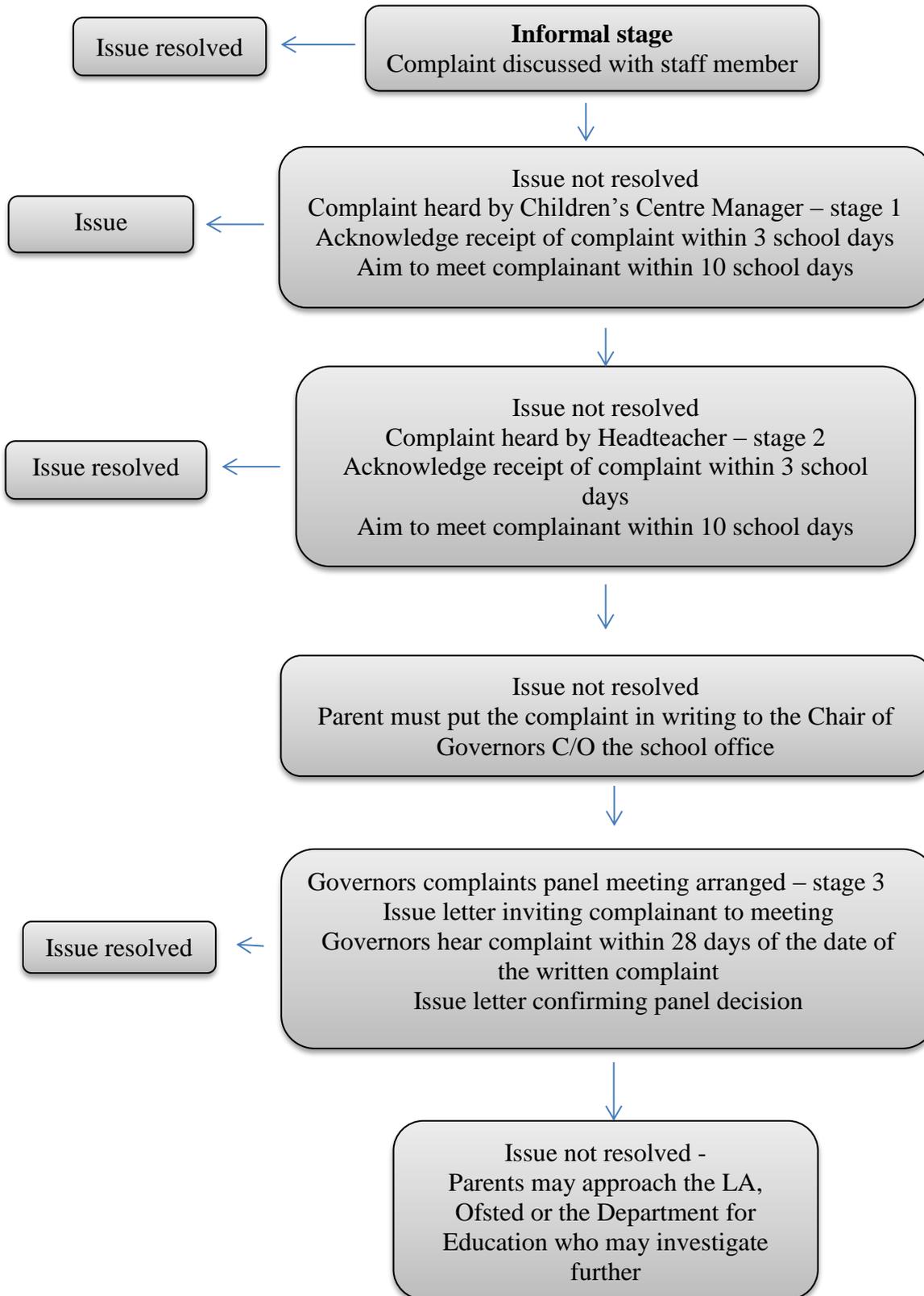
Web: www.parentlineplus.org.uk

Phone: **0808 800 222**

Dealing With Complaints: Batford Nursery School



Dealing With Complaints: Children's Centre



Dealing With Complaints: Skylarks Day Care

