



# Spring Grove School

## EYFS

### Complaints procedure

#### **Statement of intent**

In the Early Years Foundation Stage (EYFS) 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 EYFS and will give prompt and serious attention to any concerns about the running of the setting.

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.

#### **Confidentiality**

Your complaint or concern will be treated in a confidential manner and with respect. Knowledge of it will be limited to the Headmaster and those directly involved. It is the School's policy that complaints made by parents will not rebound adversely on their children. All correspondence, statements and records relating to individual complaints will be kept confidential except where the Secretary of State or a body conducting an inspection under Section 162A of the 2002 Act requests access to them.

We aim to bring all concerns about the running of the EYFS to a satisfactory conclusion for all of the parties involved.

To achieve this, we operate the following complaints procedure. EYFS is required to keep a 'summary log' of all complaints that reach stage 2 or beyond. This is to be made available to parents and to Ofsted/ISI, on request, together with the action taken as a result of each complaint.

#### ***Making a complaint***

##### Stage 1

- Any parent who has a concern about an aspect of the setting's provision talks over, first of all, his/her worries and anxieties with their child's Keyperson at Spring Grove School.
- Complainants must feel able to raise concerns with members of staff without any formality, either in person, by telephone or in writing.

- Most complaints should be resolved amicably and informally at this stage.
- A complainant may want a preliminary discussion about an issue to help decide whether he or she wishes to take the issue further.
- Complainants may be offered an opportunity to discuss their concern with the appropriate member of staff designated to deal with the situation who will clarify with the complainant the nature of the concern, and reassure them that the school wants to hear about it. The member of staff may be able to explain to the complainant how the situation happened. It can be helpful to identify at this point what sort of outcome the complainant is looking for.
- If the member of staff first contacted cannot immediately deal with the matter, s/he should make a clear note of the date, name, contact address or phone number and a brief note on the nature of the complaint. The School expects staff to contact any parent within 24 hours of the initial contact.
- If the concern relates to the Headmaster, the complainant will be advised to contact the Chair of the Governing Body and details of how to do so.
- The staff member dealing with the concern should make sure that the complainant is clear what action (if any) or monitoring of the situation has been agreed, putting this in writing only if this seems the best way of making things clear. However, a note should be made of the action and retained.
- Where no satisfactory solution has been found within a maximum of 5 school days, complainants should be asked if they wish their concern to be considered further. If they do then they should be given clear information, both orally and in writing, about how to proceed and about any independent advice available to them.

## Stage 2

- If this does not have a satisfactory outcome, or if the problem recurs, the parent moves to Stage 2 of the procedure by putting the concerns or complaint in writing to the Headmaster of Spring Grove School. At Stage 2 everyone concerned should be made aware that the concern is classified as a definite complaint.
- Parents should write their complaints in a letter to the Headmaster of Spring Grove School.
- Spring Grove School stores written complaints from parents in the child's personal file. However, if the complaint involves a detailed investigation, the Headmaster of Spring Grove School may wish to store all information relating to the investigation in a separate file designated for this complaint.
- If necessary, the Headmaster will interview witnesses and take signed statements from witnesses and those involved. If the complaint concerns a pupil, the pupil identified should be interviewed. The pupil will be interviewed

with another member of staff present and in the case of a serious complaint with their parents present.

- When the investigation into the complaint is completed, the Headmaster of Spring Grove School meets with the parent to discuss the outcome.
- A written response will include a full explanation of the decision and the reasons for it. Where appropriate, this will include what action Spring Grove School will take to resolve the complaint. The complainant should be advised that if s/he wishes to take the complaint further s/he should notify the Chair of the Governing Body within a maximum of 10 school days of receiving the outcome letter.
- The Headmaster of Spring Grove School will write a report of the complaint and notify the Chairman of Governors. This report is placed in the child's personal file and a copy kept by the Headmaster.
- If a complaint is against the action of a Headmaster, the Chairman of the Governing Body should carry out all the Stage 2 procedures.
- When the complaint is resolved at this stage, the summative points are logged in the Complaints Summary Record.

#### Stage 3

- If the parent is not satisfied with the outcome of the investigation, he or she requests a further meeting with the Headmaster. The parent should have a friend or partner present if required and the Headmaster of Spring Grove School should have the Senior Teacher (Deputy Head) of Spring Grove School present.
- 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 sign the record and receive a copy of it and, where relevant, the person complained
- If the complainant is still dissatisfied they will be directed to put their complaint in writing to the Chair of Governors.
- This signed record signifies that the procedure has concluded. When the complaint is resolved at this stage, the summative points are logged in the Complaints Summary Record.

#### Stage 4

- If at the Stage 3 meeting the parent, the Headmaster and Senior teacher of Spring Grove School cannot reach agreement, an external mediator (Chairman of Governors) is invited to help to settle the complaint. This person should 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.
- The Chairman of the Governing Body will write to the complainant to acknowledge that s/he has received a written request for a review. The letter will explain that the complainant has the right to submit any further documents

relevant to the complaint. These must be made available immediately so that they can be circulated to all members of the Governing Body.

- The mediator keeps all discussion confidential. S/he can hold separate meetings with the Spring Grove personnel 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.
- The Chairman of the Governing Body will set a timetable for the investigation and communicate the timetable to the complainant.

### **IMPORTANT**

The Chairman of the Governors will arrange to convene the Complaints Committee (3 other people) elected from members of the Governing Body.

### **The role of the Office for Standards in Education, Early Years Directorate (Ofsted) and the Area Safeguarding Children Committee.**

- Parents may approach Ofsted directly at any stage of this complaints procedure. In addition, where there seems to be a possible breach of the settings 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.
- The contact details for Ofsted with regards to a complaint are:
  - Ofsted National Business Unit, Piccadilly Gate,
  - Store St, Manchester M1 2WD
  - Tel: 0300 123 4666
  - [www.ofsted.gov.uk/parents](http://www.ofsted.gov.uk/parents)
- These details are displayed on our settings 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.

### **Records**

- A record of complaints against our setting and/or the children and/or the adults working in our setting is kept, including the date, the circumstances of the complaint and how the complaint was managed and this Record of Complaints is kept for at least three years.
- The outcome of all complaints is recorded in the Complaints Summary Record which is available for parents and Ofsted inspectors on request with a written

record of all complaints made during any specified period, and the action which was taken as a result of each complaint.

- If you are a parent or carer and you make a formal written complaint about one or more of the requirements or conditions of registration, we will carry out an investigation and tell you about the outcome of the investigation, and any action we take, or plan to take, as an outcome of your complaint. We will do this within 28 days of receiving your complaint.

Carol Clarke  
Head of Early Years  
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