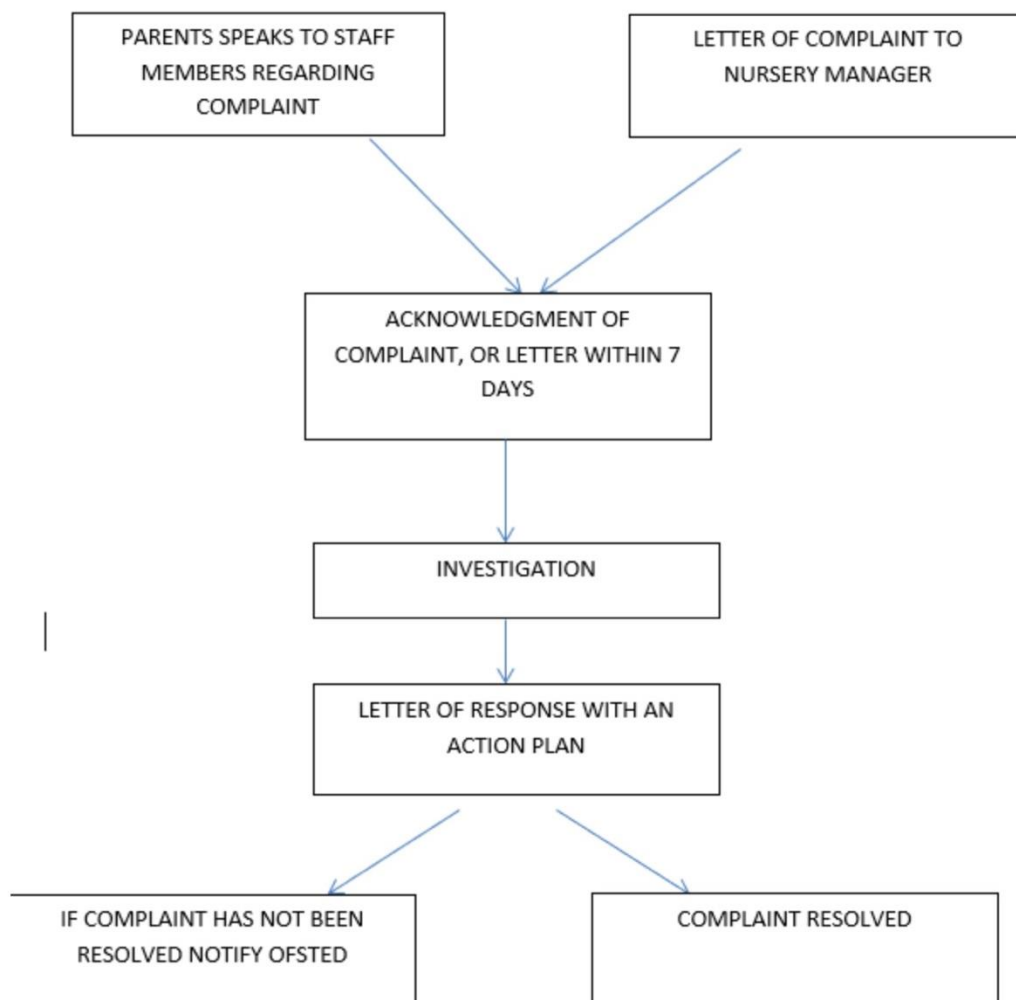


Holden Park Pre- School Complaint Policy



OFSTED's Complaints & Enforcement Team can be contacted by phone or in writing to:

Complaint Investigation Enforcement Team 0300 123 1231

Making a complaint

Holden Park always aims to provide excellent care and education for all children, and to promote a positive relationship with parents and carers. However, we do understand that there may be few instances when a carer wishes to make a complaint.

Holden Park appreciates feedbacks, welcoming and taking on board seriously all suggestions aimed at improving its service to children and their families. When complaints are made, we try our utmost best to settle all issues and concerns promptly. Complaint may be sent by email or reported face to face. Following the complaint is an investigation by the manager and the findings communicated either in a face-to-face meeting or by email usually as preferred by the complainer. Records of emails are kept and in face-to-face conversations records are written for all to sign. If the issue is still not resolved, then an external mediator agreeable to both side is invited records will be taken during this meeting and if an agreement is still not reached then parent or carers can within their rights to inform OFSTED

Holden Park Pre- School Complaint Policy

OFSTED: Complaint Investigation Enforcement Team 0300,123,1231

OFSTED

The National Business Unit, the Royal Exchange Buildings, 5th 6th & 7th Floors
Piccadilly Gate, Store Street, Manchester M1 2WD

The outcome of the complaints is recorded in the summary complaints records file and is available for parents and Ofsted inspectors on request.

Holden Park guidelines concerning complaint about a staff

- Speak to the manager/ senior team giving adequate and 1st hand information/experience
- Manager will confirm receipt within 24 hours except on a weekend
- Complaint will be investigated, and an action plan drawn up to address issues
- Manager must record complain and file away.

Procedure for allegation against a member of staff

- Notify a member of staff
- Allegations made must be disclosed to LADO (details on toilet door and staff room)
- If deemed risk to children's police to be immediately involved or there is evidence of criminality
- If after sharing information with LADO a decision is made that no further action is required, the justification should be recorded by LADO and manager both parties discussing what actions should further be taken.
- When accusation is made against a staff, the staff should be immediately LADO has been informed. In child protection/safeguarding cases the staff should not be informed until other external agencies such as police and child services have been informed and have been given a directive to pass the information. Employers must consider carefully if the allegation warrants suspension from children.
- If the allegation is valid and there is reason to believe child is in danger a strategy should be developed in line with working Together to Safeguard Children. IF allegation is about physical contact police should consider that teachers and early years staff are entitled to restrain under certain circumstances.
- Where investigation by police or social services is unnecessary or the strategy discussion or initial valuation decides the case LADO will discuss the next steps with manager. The outcome may range from dismissal of case to dismissal of person (this should not be a default mode only in necessary).