



GROVE HOUSE CHILDREN'S CENTRE

Head of Centre: Himisha Patel

COMPLAINTS/COMPLIMENT PROCEDURES FOR PARENTS

Reviewed: May 2020
Next Review: Summer 2023

Approved by Governing Body at their meeting in May 2020

Signed: Chair of Governors

Complaints / Compliments Procedures for Parents

The Centre's policy on 'Parental Partnerships' clearly states our commitment to having parents as genuine partners in their children's care, education and the value we place on their involvement and contributions. At Grove House Children's Centre we work closely with parents to keep them informed of the various aspects of the provision. Sometimes parents may have a complaint about an aspect of our provision and we try to deal with these in a way that has a satisfactory outcome for the parent and the Centre.

This policy outlines the procedure for making a complaint or equally as important for telling us about something you have been particularly pleased about.

What is a complaint?

A complaint is an expression of dissatisfaction, however made, by a parent. Such expressions of dissatisfaction may include areas such as:

- The policies and procedures of the Centre
- The conduct or action of members of staff employed at the Centre
- The quality of education provision
- The quality of care provided for the children

How are complaints dealt with?

Staff are in daily contact with parents and therefore it is hoped that the vast majority of parental concerns will be satisfactorily addressed by the teachers or nursery nurses and / or Deputy Head. Parents may raise any issues through the following:

- Induction meetings
- Home visits
- Parents evenings
- Suggestions box in classroom
- During daily contact with staff

On rare occasions a parent/carer may feel it necessary to take a complaint to the Head of Centre. In such circumstances the following can be expected:

Stage one

A verbal or written complaint is made to the Head of Centre. The Head will acknowledge receipt of the complaint within 7 working days.

Stage two

The Head of Centre will investigate and respond to the complainant within 28 working days by way of a meeting if it is a verbal complaint or in writing if it is a written complaint. If the parent/carer is satisfied then no further action is required. A record of all complaints and the outcome is kept on file.

Stage three

If the complainant is not satisfied with the outcome of the response from the Head of Centre, they are advised of their right to contact the Chair of the Governing Body, in writing, setting out their complaint.

Stage four

The Chair of the Governing Body or a Governor nominated by the Chair will meet within 14 working days with the Complainant and then the Head. Having considered the complaint, the Chair or the nominated Governor will either write to the Complainant with his or her findings or meet with the Complainant and the Head in an attempt to resolve the matter. At this stage advice and support may be sought from the Local Education Authority where appropriate and in the case of allegations against individual members of staff, involvement of their Professional Associations may be advisable. Again if there is a satisfactory resolution then no further action needs to be taken.

Stage five

Should either the Complainant or the Head of Centre be dissatisfied with the outcome of the Governors' investigation, they may ask for the matter to be referred to a panel of the Governing Body. This should be done by writing to the Clerk of the Governing Body setting out the reasons for the referral and providing the other party with a copy.

Stage six

The Governing Body's Complaints Panel will meet for a hearing, which will be arranged by the Clerk to the Governors. Representatives from the LEA may be in attendance in an advisory capacity. Both the Complainant and the Head of Centre will be asked to provide the Clerk with any documentation they wish to be used at the hearing and the names of any witnesses to be called at least five days before the hearing takes place.

The Clerk will distribute all documentation to both parties and to members of the panel at least 3 days before the hearing. The LEA will continue to be informed where appropriate to do so.

The Complainant and the Head of Centre will be advised by the Clerk that they may be accompanied at the hearing by a representative or friend.

Stage seven

The panel will consider the case and inform both parties of their findings within seven days of the hearing.

The Complainant has the right of appeal to the Local Education Authority ONLY in the case of statutory provision.

Ofsted

Parents/carers should also be aware that they may also make a complaint to Ofsted. However, Ofsted do advise that efforts should be made to resolve the matter with the Head of Centre before they become involved, unless it is a matter the complainant is unable to take to the Head of Centre. If it is a child protection issue then a report should be made to the Local Authority and Ofsted immediately. Contact details are included at the end of this policy.

This policy recognises the need to balance and protect the rights of staff, along with those of parents. There should be fairness and equality and staff can make written complaints about a parent to the Governing Body. Staff including the Head of Centre should be protected and against frivolous complaints which appear to have little or no basis.

Compliments Procedure

As an Early Years Centre we pride ourselves on the way we acknowledge success, the child's achievements in the nursery, parental satisfaction with the Centre and the service we provide for the local community.

We also like to give positive recognition and praise to the staff of the centre who provide a quality service. Copies of Letters of Thanks can be displayed on the Staffroom notice board. These may also be used in the selection of staff for awards such as the annual Teacher Awards.

What is a Letter of Thanks?

A letter of thanks is any written communication (card, letter, email etc) to the Centre which recognises the positive impact of individuals and their contribution to the success of the children in the nursery.

Contacts

You may find the following names and telephone useful:

Grove House Children's Centre:	0208 571 0878
Email:	admin@grovehousecc.com
Head of Centre:	Himisha Patel
Deputy Head:	Helen Mayor

If you wish to make an appointment with the Head or Deputy, please contact the office.

Ofsted Early Years National Business Unit Royal Exchange Buildings St Ann's Square Manchester M2 7LA Tel: 0300 123 1231 www.ofsted.gov.uk/parents	Nursery School URN No: 101860 Infant Toddler Centre Registration no: EY 286897 16/06/04
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London Borough of Ealing Head of Early Years, Childcare & Safe (0-18)	Tel: 020 8825 5000
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