



Complaints Policy and Procedure

Dealing With Parent Concerns

Grievance Procedure

Version Control

Version	Nature of Update	Author	Date
1.0	Original Issue	Penelope White	13/06/2021
1.1	Reviewed – section on SWFS removed	Penelope White	11/07/2022
1.2	Reviewed	Penelope White	16/08/2023

This Policy is written to ensure there is a full and proper procedure for parents to be able to raise any concern they may have with respect to the Kindergarten.

This Policy is also intended to comply with the requirements laid down in the Statutory Framework for the Early Years Foundation Stage. The relevant publications are listed in the references at the end of this document and are available to read from the Kindergarten.

The Ofsted information and numbers will be displayed on the Kindergarten board.

This organisation is responsible for upholding the Steiner-Waldorf education ideals in our practices and education. However, within this parents and others are able to raise any concerns they may have. Concerns raised will always be taken seriously and responded to properly. This Policy outlines the procedure that allows concerns to be raised, considered, and replied to.

This Policy will be reviewed when any revised guidelines are issued by the regulatory bodies, in the light of other information or experience, and will in any case be reviewed annually.

Please note that all correspondence, statements, and records of complaints are kept confidential.

Parent Complaint Procedure:

1. At times parents and guardians may wish to raise a matter about the Kindergarten or may have a concern.

Most concerns will be readily resolved by talking to the appropriate member of staff, this will usually be the Kindergarten Teacher. Staff are available to arrange meetings to discuss any concerns raised by a parent. Concerns can then be discussed and resolved by taking prompt and appropriate actions.

A brief confidential record of the concern and agreed actions will be kept on file, with a copy given to the parent.

2. In the event of a parent raising a concern formally in writing or by email, a meeting will be arranged with the member of staff involved to investigate the details of the complaint and discuss solutions. This meeting should occur as soon as possible within one week of receipt.

After the meeting initial actions should occur, with an agreed timescale of subsequent solutions aimed at resolving the concern. These actions should be taken by the relevant member of staff.

It is envisaged that such concerns can be dealt with by taking agreed appropriate actions.

A confidential record of the discussions, meetings and actions, the relevant Early Years Standards concerned if appropriate, and the agreed actions and outcomes to be kept on file, with a copy given to the parent. This record should record the members of staff involved in discussions and actions.

All such concerns should be resolved as soon as possible and certainly within 28 working days.

A review of the effectiveness of the solutions will be carried out after a suitable time dependent on the problem to ensure that the problem does not reoccur.

3. If the person raising the concern is not satisfied with this response, or where the member of staff involved considers that a more thorough investigation is warranted then a hearing by a Panel may be requested.

This Panel will consist of a designated member of the CIC, an experienced member of staff, and an Advisor from the LA. There will be no one on this Panel directly involved in the matter.

4. The Kindergarten would assist with any parent choosing to use this procedure.

5. A full and proper confidential record will be kept of any formal concern, records of meetings, the National Standards involved, agreed actions, and the effectiveness of those actions, and whether the concern was resolved. A copy of the records kept will be given to the parent as appropriate.
6. Parents can also contact OFSTED Early Years direct to talk about any concern. A designated member of the CIC, most likely the Director, will assist as necessary or requested to ensure the parent has the necessary contact details and is able to contact the correct OFSTED office.

The first step is always to raise any issues with the Kindergarten, by completing their full complaints procedure. Most issues can be resolved in this way. Ofsted may not be able to accept your complaint if you have not done this already.

You can get in touch with OFSTED at enquiries@ofsted.gov.uk or 0300 123 4666 to complain about a childcare provider. However, OFSTED's powers here are limited. They cannot resolve disputes between you and the provider. Their role is to make sure that the childcare provider is following all [registration requirements](#) and take action if necessary

7. If a parent's concern or complaint is related to safeguarding and they have a very valid concern that a child has been abused by a member of staff at the Kindergarten then they can contact the Local Authority themselves or through the CIC. The LADO will then guide the parent through the next steps.

OFSTED

How to make a complaint to Ofsted about services we inspect and/or regulate
<https://www.gov.uk/government/organisations/ofsted/about/complaints-procedure>

Grievance Procedure

FOR STAFF:

Disputes between members of staff can be difficult to resolve. Every effort needs to be made to resolve such disputes informally and amicably. Dealing with disagreements or other issues reasonably is an important example for the children, even while they remain unaware that such issues exist.

The first recourse should be to direct and informal conversation wherever possible. It is advisable that a member of the CIC is invited to witness a meeting of this sort to assist the conversation. It is generally helpful to make simple notes of significant points & any agreements reached. These should be initialed by both parties & confidential copies kept by all participants.

If the matter cannot be resolved in this way, the notes should be used to provide an objective report to the CIC (as appropriate) and formal mediation or adjudication may be sought.

Mediation is a skilled task and should only be undertaken by people with the requisite training and experience. This, however, remains an informal, collegial process. In the case of adjudication, the adjudicator should be a person or people agreeable to all parties. It is important that adjudicators are independent of the school. In all cases, adjudication must be founded on a prior undertaking by those involved to be bound by the outcome.

The adjudicator(s) should present their report to the CIC, wherever possible in the presence of those involved, whether they are board members or not.

Additional advice may, under certain circumstances, be sought from other mentors or the advisors from the Steiner Schools Fellowship or LA

The board member will always seek appropriate information and advice to assist in resolution. It is hoped that all issues can be resolved amicably and with the best interests of all concerned. The interests of the children are paramount.

Kindergarten should be aware that any formal procedures must follow those laid down in grievance procedure that must legally accompany the "Terms & Particulars of Employment" & that all members of staff should have these issued to them. Failure to do this, & to follow the procedure correctly, may result in a subsequent claim for constructive dismissal, unfair dismissal, or other civil action under the laws that regulate all employment practice.

Please add extra sheets as necessary (numbered as above).

To the member organisation: Please read and send a copy of your response and any proposed action for resolution within 28 days of receipt (date as post mark).