

Hull Collegiate Prep School

Foundation Stage

Complaints Policy

THIS POLICY INCORPORATES AND AUGMENTS THE COMPLAINTS POLICY FOR HULL COLLEGIATE PREP SCHOOL IN ORDER TO ACCOUNT FOR THE CONSTANT FLOW OF COMMUNICATION BETWEEN PARENTS/CARERS AND STAFF IN THE HULL COLLEGIATE PREP SCHOOL FOUNDATION STAGE

Foundation Stage Rationale

In Hull Collegiate Prep School Foundation Stage we aim to provide the highest quality care for all our children. We aim to offer a welcome to each individual child and family and to provide a warm and caring environment within which all children can develop as they play.

We believe children and parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes. Our intention is to work in partnership with parents and the community generally and we welcome suggestions on how to improve our group at any time.

We believe that most concerns or complaints are constructively dealt with and can be sorted out at an early stage. We also believe that it is in the best interests of the school and parents that complaints should be taken seriously and dealt with fairly and in a way that respects confidentiality.

“Independent schools must ensure that the complaints procedure they are required to have in place for the rest of the school also applies to their early years provision” EYFS Statutory Framework 2008

Complaints Procedures

Making concerns known

- A parent who is uneasy about any aspect of the Foundation Stage’s provision should first of all talk over any worries and anxieties with the class teacher or the Foundation Stage Coordinator.
- If this does not have a satisfactory outcome or if the problem recurs, the parent should put the concerns or complaint in writing and request a meeting with the Foundation Stage Coordinator and the Head of the Prep School. Both parties should have another person present if required and an agreed written record of the discussion will be made (see enclosed Complaints record sheet).

Most complaints should be resolved informally or at this initial stage

- If the matter is still not sorted out to the parent’s satisfaction, the parent should again contact the Head of the Prep School.

- If parent and group cannot reach agreement, it might be helpful to invite an external mediator, who is acceptable to both parties, to listen to both sides and offer advice. A mediator has no legal powers but can help to clarify the situation. The ERYC childcare Development Worker may be approached for advice. The mediator will help define the problem, review the action so far and suggest further ways in which it may be resolved.

The mediator will keep all discussion confidential. She/he will meet with the group if requested and will keep an agreed written record of any meetings that are held and of any advice she/he has given.

The role of the registering authority

In some circumstances, it may be necessary to bring in the local authority registration and inspection unit, who have a duty to ensure laid down requirements are adhered to. The registering authority would be involved if a child appeared to be at risk or where there seemed to be possible breach of registration requirements. In these cases both parent and school would be informed.

JAM March 2010

To be reviewed March 2011

Early Years Complaints Line 08456 404040

If you have any concerns regarding this policy please discuss them with Mrs Maltby