

## Little Trinity Ltd

### COMPLAINTS PROCEDURE

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Little Trinity Ltd prides itself on the quality of the teaching and pastoral care provided to its pupils. However, if parents do have a complaint, they can expect it to be treated by the Nursery in accordance with this procedure.

#### **Stage 1 – Informal Resolution by Staff Member**

- It is hoped that most concerns will be resolved quickly and informally.
- If parents or pupils have a concern they should normally contact the Key Person by telephone, in person or in writing by letter. In many cases, the matter will be resolved at this stage. If the Key Person is uncertain on how to proceed or cannot resolve the matter alone, it may be necessary for the staff member to consult with/refer to the Nursery Manager or Deputy.
- Concerns communicated directly to the Manager will usually be referred to the relevant Key Person unless the Manager deems it appropriate to deal with the matter personally.
- The Key Person will make a written record of all concerns and the date on which they were received. Should the matter not be resolved within five working days or in the event that the Key Person and the parent or pupil fails to reach a satisfactory resolution, then parents or pupil will be advised to proceed with their concern in accordance with stage 2 of this procedure.

#### **Stage 2 – Formal Resolution**

- If the concern cannot be resolved on an informal basis, then the complainant should put their complaint in writing to the Nursery Manager, whether by letter or by completion of a Complaint Form. The Manager will decide, after considering the complaint, the appropriate course of action to take.
- In most cases, the Manager will speak to the complainant, normally within five working days of receiving the complaint, to discuss the matter. Should the Manager be away from school, then the Deputy will initially respond within the five day period.
  
- The discussion will:

- Establish what has happened so far and who has been involved;
- Clarify the nature of the complaint and what remains unresolved;
- Clarify what the complainant feels would put things right;

If possible, a resolution will be reached at this stage.

- It may be necessary for the Manager to carry out further investigations and/or interview those involved in the matter and/or those complained of, allowing them to be accompanied if they wish.
- The Manager will keep written records of all meetings and interviews held in relation to the complaint.
- Once the Manager is satisfied that, so far as is practicable, all of the relevant facts have been established, a decision will be made and parents will be informed of the decision, in writing, as soon as possible and normally within ten working days of the meeting/discussion between Manager and the complainant. The Manager will also give reasons for the decision and, where appropriate offer one or more of the following:-
  - An apology
  - An assurance that the event complained of will not recur.
  - An explanation of the steps that have been taken to ensure that it will not happen again.
  - An undertaking to review the school policies in the light of the complaint.
- If the complainant is still not satisfied with the decision, they should proceed to Stage 3 of this procedure, either through direct contact with the Directors of Little Trinity, or by invoking a panel.
- Where the complaint concerns the Manager, the complainant should write to the Little Trinity Director, Mrs Nicola Reeve.

### **Stage 3 –Complaints Panel Hearing**

- If the complainant seeks to invoke Stage 3 (following a failure to reach an earlier resolution) they must write to the Director of Little Trinity Ltd, giving details of the complaint.
- The Manager will liaise with the Directors to form an independent panel of at least three people not directly related to the setting or the complaint. These may include the Governors of Holy Trinity Academy Trust. The panel would be totally independent and impartial.

- The Directors of Little Trinity, on behalf of the panel, will then acknowledge the complaint and schedule a hearing to take place as soon as practicable and normally within ten working days.
- If the Panel deems it necessary, it may require that further particulars of the complaint or any related matter be supplied in advance of the hearing. Copies of such particulars shall be supplied to all parties not later than five working days prior to the hearing.
- The complainant may be accompanied to the hearing by one other person. This may be a relative, teacher or friend. Legal representation will not normally be appropriate.
- If possible the Panel will resolve the parents' complaint immediately and achieve reconciliation between the nursery and the complainant without the need for further investigation.
- Where further investigation is required, the Panel will decide how it should be carried out and may need to establish a new time limit. The complainant will be sent details of the new deadline and an explanation for the delay.
- After due consideration of all the facts they consider relevant, the Panel will reach a decision and may make recommendations, which it shall complete within five working days of the Hearing. The panel will inform the complainant of these findings and recommendations by electronic mail or otherwise, and where relevant the person complained about. They will also be made available for inspection on the nursery premises by the Manager. The decision of the Panel will be final.

Parents also have the right to inform Ofsted of their complaint should it not be resolved satisfactorily by the setting. Correspondence should be addressed to:

Early Years Ofsted	General Enquiries:	0300 123 1231
National Business Unit	Education Enquires	0300 123 4234
Piccadilly Gate		
Store Street		
Manchester		
M1 2WD		

All concerns and complaints will be treated seriously and confidentially.