

## Complaints Policy and Procedure

### Complaints Policy

Hakeford Woods Forest School believes that children and parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes. We welcome suggestions on how to improve and will give prompt and serious attention to any concerns about the running of sessions. We anticipate that most concerns will be resolved quickly by an informal approach to the appropriate member of staff. If this does not achieve the desired result, we have a set of procedures for dealing with concerns. We aim to bring all concerns about the running of our setting to a satisfactory conclusion for all of the parties involved.

### Complaints Procedure

Ofsted require all educational settings to keep a Complaints Summary Record summarising all complaints that reach stage two or beyond. This policy will be adopted by Hakeford Woods Forest School. The Complaints Summary Record is available for parents/guardians to view as well as to Ofsted inspectors.

#### Making a complaint

##### Stage 1

Any parent who has a concern about an aspect of the settings provision talks over, first of all, his/her concerns with the Forest School Leader. Most complaints should be resolved amicably and informally at this stage.

##### Stage 2

If this does not have a satisfactory outcome, or if the problem recurs, the parent moves to this stage of the procedure by putting the concerns or complaint in writing to the Forest School Leader and the Director of Hakeford Woods Forest School stores all written complaints from parents/guardians. When the investigation into the complaint is completed, the Forest School Leader or Director of Hakeford Woods Forest School meets with the parent/guardian to discuss the outcome. Parents must be informed of the outcome of the investigation within 28 days of making the complaint. When the complaint is resolved at this stage, the summative points are logged in the Complaints Summary Record.

##### Stage 3

If the parent is not satisfied with the outcome of the investigation, he or she requests a meeting with the setting leader and the chair of the management committee. The parent should have a friend or partner present if required and the leader should have the support of the chairperson of the management committee, or the proprietor/senior manager, present. An agreed written record of the discussion is made as well as any decision or action to take as a result. All of the parties present at the meeting sign the record and receive a copy of it. This signed record signifies that the procedure has concluded. When the complaint is resolved at this stage, the summative points are logged in the Complaints Summary Record.

##### Stage 4

If at the stage three meeting the parent and setting cannot reach agreement, an external mediator is invited to help to settle the complaint. This person should be acceptable to both parties, listen to both sides and offer advice. A mediator has no legal powers but can help to define the problem, review the action so far and suggest further ways in which it might be resolved. The mediator keeps all discussions confidential. They can hold separate meetings with the Hakeford Woods Forest School personnel (Forest School Leader, Director of Hakeford Woods Forest School) and the parent, if this is decided to be helpful. The mediator keeps an agreed written record of any meetings that are held and of any advice they give.

##### Stage 5

When the mediator has concluded their investigations, a final meeting between the parent, the Forest School Leader and the Director of Hakeford Woods Forest School held. The purpose of this meeting is to reach a decision on the Hakeford Woods Forest School – Complaints procedures

action to be taken to deal with the complaint. The mediator's advice is used to reach this conclusion. The mediator is present at the meeting if all parties think this will help a decision to be reached. A record of this meeting, including the decision on the action to be taken, is made. Everyone present at the meeting signs the record and receives a copy of it. This signed record signifies that the procedure has concluded.

#### The role of the Office for Standards in Education, Early Years Directorate (Ofsted) and the Local Safeguarding Children Board

Parents may approach Ofsted directly at any stage of this complaints procedure. The number to call Ofsted with regard to a complaint is: 03001231231. If a child appears to be at risk, Forest Skills Ltd will follow the procedures laid down by the Local Safeguarding Children Board in Devon County Council. In these cases, both the parent and school are informed and the Forest School Leader works with Ofsted or the Local Safeguarding Children Board to ensure a proper investigation of the complaint, followed by appropriate action.

#### Records

A record of complaints against Hakeford Woods Forest School and/or the children and/or the adults working for Hakeford Woods Forest School is kept, including the date, the circumstances of the complaint and how the complaint was managed. The outcome of all complaints is recorded in the Summary Complaints Record which is available for parents and Ofsted inspectors on request.

Approved



**Stuart Young (Managing Director)**

Adopted on **(24/11/2018)** Review Date **(24/11/2019)**