



HEADSTART EDUCATION CENTRE

Unit 2 Church Rd Studios
56-62 Church Road
Manor Park
London, E12 6AF
020 8478 3708

info@headstarteducationcentre.com

www.hsec.org.uk

Concerns and Complaints Procedure

Comments and Suggestions

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 learn and develop.

We believe children and parents are entitled to expect courtesy and careful attention to their concerns. Our intention is to work in partnership with parents and we encourage suggestions on how to improve our setting. Comments and suggestions should be e-mailed to admin who will forward them on to the correct department.

Concerns/Complaints

A 'concern' may be defined as 'an expression of worry or doubt over an issue considered to be important for which reassurances are sought'. A complaint may be generally defined as 'an expression of dissatisfaction however made, about actions taken or a lack of action'.

We anticipate that most concerns/complaints will be resolved quickly by an informal approach to the Tutor/Practitioner concerned. If this does not achieve the desired result, we have set out a procedure for dealing with concerns/complaints. We aim to bring all concerns/complaints about the running of our Centre to a satisfactory conclusion for all the parties involved. Please outline in your letter whether you personally feel the issue you are raising is a 'concern' or a 'complaint' given the above mentioned difference.

Concerns and complaints should be raised as soon as practical after the incident and formal complaints should be made within two weeks of the incident whenever possible. We operate the following procedure which parents are required to follow when airing concerns or making a complaint:

Stage 1

Any parent who is unhappy about any aspect of Headstart's provision should talk over, first of all, his/ her worries and anxieties with the tutor/staff member concerned. This will generally be the child's class tutor e.g. if it is regarding any aspect of behaviour or work. If unresolved by the tutor/staff member concerned within a reasonable amount of time (usually 1-2 weeks), parents should next approach the deputy/co-ordinator of the relevant department, which is stage 2 of the concerns/complaints procedure.

Please note that Headstart has allocated a daily 10mins parent time slot where parents can book an appointment to speak to the relevant staff member after session, when staff are free of supervision duties. It may be possible to arrange appointments earlier in the day at times.

Requests for meetings are to be directed through the office during opening hours, and should not be made direct to the personal phone number of any staff member.

Stage 2

If stage 1 does not have a satisfactory outcome within a reasonable period of time (usually 1-2 weeks), or if the problem re-occurs, the parent moves to Stage 2 of the procedure by putting the concern or complaint **in writing** to the deputy/co-ordinator. They will receive a response to the outcome of the investigation within 28 days.

Most concerns/complaints should be resolved informally at Stage 1 or Stage 2

Stage 3

If this does not have a satisfactory outcome within a reasonable period of time after the investigation (usually 1-2 weeks), or if the problem re-occurs, the parent moves to stage 3 of the procedure by putting in the concern or complaint **in writing** to the Centre Manager. The Centre Manager will look into the area of concern or complaint and will consult the appropriate parties and give a response to the outcome of the investigation within 28 days. The outcome of the Centre Manager is final in aspects related to day to day running of the Centre.

Stage 4

The parent should write to the Headstart Trustees regarding complaints about the Centre Manager. The Trustees will look into the issue and consult the appropriate persons and will then make a decision as to whether a personal meeting is required to look into the matter within 28 days.

If the Chairperson has decided to ask a mediator to sit in on a meeting with the parties concerned, then this will be organised to be acceptable to all involved parties. The mediator keeps all discussions confidential. The minutes are kept as an agreed record of any meetings that are held and of any advice given.

The decision of the Chairman is final with regards complaints regarding the Centre Manager.

Stage 5

If the complaint is regarding any member of the Trustees, or the chairman the Trustees may choose to appoint an independent arbitrator or panel to look into the matter. Both parties are to accept the verdict of the arbitrator in such circumstances.

If needs be, parents/carers are also able to contact Ofsted directly with a complaint related to Headstart's registered provision:

Address: OFSTED
Piccadilly Gate
Store Street
Manchester
M1 2WD

Telephone: 0300 123 1231

Email: enquires@ofsted.gov.uk

To make an online complaint, please visit and complete the form found on the Ofsted website available here at <http://live.ofsted.gov.uk/onlinecomplaints/>.

Serial and Persistent Complainants

In cases where we are contacted repeatedly by an individual making the same points, or who asks us to reconsider their position, we will act appropriately. There will be occasions when, despite all stages of the complaint procedure having been followed, the complainant remains dissatisfied. We recognise that when we have done everything we can in response to a complaint, it is a poor use of our time and resources to reply to repeated letters, emails or telephone calls making substantially the same points.

If a complainant tries to re-open the same issue, the Centre Manager or Chair of Trustees can inform them that the procedure has been completed and that the matter is now closed. If the complainant contacts the Centre again on the same issue, then the correspondence may be viewed as 'serial' or 'persistent' and the Centre may choose not to respond.

Last Words

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

By ensuring criticism/complaints are constructive and not damaging, by avoiding publicising or magnifying the matter, is seen to be productive to an amicable resolution. Offensive personal criticism must not be entered into as this could diminish the integrity of the person behaving in such a manner. The concern or complaint should be against the specific subject matter rather than personal attacks and we advise all to bear this in mind and adhere to respectful criteria when voicing concerns.



HEADSTART
EDUCATION CENTRE

The above criteria, based on our Islamic ethos aims to protect Headstart and individuals and shield us from negativity caused by rumours and bad publicity, which could inevitably result in losses for all users of the Centre, primarily the children.

“Not a word does he/she utter but there is a watcher by Him ready to record it”.

(Surah Qaf)

Revised: 23.02.16

Registered charity number: 1149470

Company registration number: 6366283

Ofsted registration number: EY366020