



How to make a complaint

Approved by:	Governing Body	Date: 1st June 2026
Last reviewed on:		
Next review due by:	September 2026	

Summary Procedures

A copy of Harrington Hill Primary School's Complaints Policy can be found on the school website.

If you have any concerns regarding the care or welfare of any child or adult at Harrington Hill Day Care Nursery we advise you to talk with the child's key worker first.

We advise all parents wishing to complain about a visiting student to complete a complaint's form immediately.

If a concern can not be resolved by talking to the relevant key worker, you can talk to or write to the relevant member of staff:

Names of Day Care staff can be found on the staff board within the nursery or can be requested from the day care office.

All concerns will be acknowledged within 48 hours (2 working days)

If your concern is related to the key worker, please inform one of the day care leads immediately. If your concern is related to one of the day care leads please inform the headteacher.

Harrington Hill Primary School Headteacher Rebecca Kennedy
Oldhill Day Care Leads: Majlinda Duraku & Florence Oyewumi

If you are still not satisfied with the responses, you have received from the Headteacher please call Ofsted as they will be able to help.

Ofsted's help desk is open from 8.00 am to 8.00 pm Monday to Friday

Phone 03001234 or email enquiries@ofsted.gov.uk

To make a formal complaint to Ofsted, write to:

Enquiries National Business Unit

Piccadilly Gate Store Street Manchester M1 2WD

Or you can fill in an online complaints form at <http://live.ofsted.gov.uk/onlinecomplaints>

Harrington Hill Day Care Nursery Policy - Making a complaint

Harrington Hill Day Care Nursery 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 our settling. 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.

Procedures Our setting will keep a 'summary log' of all complaints that reach stage two or beyond. This is to be made available to parents as well as to Ofsted inspectors. **(This is kept in the Day care manager's office on shelf 1) Harrington Hill to change to an electronic log)**

Making a complaint

Stage 1 Any parent who has a concern is advised, firstly to talk with the child's key worker, where necessary complaints should be made to the room senior if the complaint has not been resolved at the first stage. The room senior is to record the parents' concerns and notify the day care leads. Most complaints are likely to be resolved amicably and informally at this stage.

Stage 2 If the parent is not satisfied with the outcome, or if the problem reoccurs, the parent is able to talk with one of the day care leads. However, if a parent feels comfortable talking with another member of staff we advise them to do so.

When the investigation into the complaint is completed, the day care lead will meet with the parent/s to discuss the outcome. Parents will be informed of the outcome of the investigation within 14 days of making the complaint. When the complaint is resolved at this stage, the summative points are logged in the Complaints' file. Please note that complaints should be made within 48 hours e.g.*(2days) of an incident/concern.

Stage 3 If the parent is not satisfied with the outcome of the investigation, they may request a further meeting with the headteacher. the parent may have a friend or partner present if required. A summary record of the discussion is made as well as any decision or action to take as a result will be followed up in writing.

Stage 4 If at the stage three meeting the parent and Headteacher cannot reach an agreement; the parent can request for Harrington Hill's governing body to help to settle the complaint. Most complaints will be managed by the chair of governors who will keep all discussions confidential. He/she can hold separate meetings with the setting (management) and the parent, if this is decided to be helpful. The chair of governors will keep a written record of any meetings that are held and of any advice s/he gives.

Stage 5 When this has been concluded, a final meeting between the parent and the headteacher will be held. The purpose if this meeting is to reach a decision on the action to be taken to deal with the complaint. The chair of governor's advice is used to reach this conclusion. The chair of governors 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.

Complaints relating to the day care leads must be made to the headteacher.

Complaints relating to the headteacher must be made to the chair of governors.

Parents may approach Ofsted directly at any stage of this complaints procedure. In addition, where there seems to be a possible breach of the setting's registration requirements, it is

essential to involve Ofsted as the registering and inspection body with a duty to ensure the welfare requirements of the Early Years Foundation Stage are adhered to.

The number to call Ofsted with regards to a complaint is:

Ofsted
Piccadilly Gate
Store Street
Manchester
M1 2WD

Tel: 030 0123 1231 Or you can fill in an online complaints' form
<http://live.ofsted.gov.uk/onlinecomplaints>.

These details are displayed on our Parents' noticeboard.

If a child appears to be at risk from a member of staff, Harrington Hill Day Care Nursery will apply their safeguarding and child protection policy. In these cases, both the parent and setting are informed and the lead person for safeguarding will work with Ofsted and the Local Safeguarding Children's Board to ensure a proper investigation of the complaint, followed by appropriate action.

Records A record of complaints against Harrington Hill Day Care staff/children is kept, including the date, the circumstances of the complaint and how the complaint was managed. The outcome of all complaints is recorded on a Summary Complaints Record which is available for parents and Ofsted inspectors on request.