

Partnership with Parents and Outside Agencies Making a Complaint/ Whistle Blowing

**Unique
Child**

**1.2 Inclusive
Practice**

**Positive
Relationships**

**2.1 Respecting
Each Other
2.2 Parents as
Partners**

**Enabling
Environment**

**3.2 Supporting
Environment Every
Child**

**Learning
Development**

The team or parents are often the first to realise that there may be something seriously wrong within the Pre-school. Both parents and staff can contact Ofsted at anytime

However, they may not express their concerns because they feel that speaking up would be disloyal to the team, their colleagues or to the Pre-school as a whole. They may also fear harassment or victimisation. The pre-school is committed to the highest possible standards of openness and accountability. In line with that commitment we encourage parents and employees with serious concerns about any aspect of the pre-schools work to come forward and voice those concerns. It is recognised that certain cases will have to proceed on a confidential basis.

We are required to keep a 'summary log' of all concerns and complaints that reach stage two or beyond. This is to be made available to parents as well as to Ofsted inspectors.

This policy makes it clear that parents and employees can do something without fear of reprisals and aims to:

- *provide avenues for you to raise concerns and receive feedback on any action taken;*
- *allow you to take the matter further if you are dissatisfied with the management committee's response;*
- *reassure you that you will be protected from reprisals or victimisation for whistle blowing in good faith.*

Acknowledge concern may be about something that:

- *is unlawful*
- *falls below established policy or procedure*
- *amount to improper conduct.*

Confidentiality

The Pre-school will do its best to protect your identity when you raise a concern and do not want your name to be disclosed. It must be appreciated that the investigation process may reveal the source of the information and a statement by you may be required as part of the evidence.

The committee chair will encourage you to put your name to your allegation. Concerns expressed anonymously are much less powerful, but they will be considered at the discretion of the committee.

Untrue Allegations

If you make an allegation in good faith, but it is not confirmed by the investigation, no action will be taken against you. If, however, you should make allegations that are malicious, a disciplinary action may be taken against you.

How the Committee will respond

The action taken by the Committee will depend on the nature of the concern/complaint. The matters raised may:

- *be investigated internally*
- *be referred to the Police*
- *be referred to Ofsted*

How to raise concern/complaint

- *Parents or carers who have a concern about an aspect of Haddenham Puddleducks Pre-school provision talks over, first of all, his/her concerns with a Haddenham Puddleducks Pre-school leader.*
- *Most concerns/complaints should be resolved amicably and informally at this stage.*
- *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 concern/complaint in writing to Haddenham Puddleducks Pre-school leader and the chair of committee.*
- *When the investigation into the concern/complaint is completed, Haddenham Puddleducks Pre-school leader or manager meets with the parent to discuss the outcome.*
- *Parents will be informed of the outcome of investigations within 28 days of the concern/complaint.*
- *If the concern/complaint is resolved at this stage, the summative points are logged in the Complaints Summary.*
- *If the parent is not satisfied with the outcome of the investigation, he or she requests a meeting with*

Haddenham Puddleducks Pre-school leader and the chair of the committee. The parent should have a friend or partner 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 concern/complaint is resolved at this stage, the summative points are logged in the Complaints Summary Record.
- If at the stage three meeting the parent and Haddenham Puddleducks Pre-school cannot reach agreement, an external mediator is invited to help to settle the concern/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. S/he can hold separate meetings with Haddenham Puddleducks Pre-school personnel (setting leader and chair of the management committee) 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 s/he gives.
- When the mediator has concluded her/his investigations, a final meeting between the parent, Haddenham Puddleducks Pre-school leader and the chair of the management committee is held.

Records

- A record of complaints against Haddenham Puddleducks Pre-school and/or the children and/or the adults working in Haddenham Puddleducks Pre-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.

Whistleblower hotline

There may be times when employees and those working with young children will want to report to us concerns about practices and procedures for the safeguarding of children and young people.

You can contact our hotline in three ways.

- Call us on 0300 123 1231 (Monday to Friday from 8.00am to 6.00pm).
- Email us at whistleblowing@ofsted.gov.uk.
- Write to us at:
WBHL
Ofsted
Piccadilly Gate
Store Street
Manchester M1 2WD

Before you contact our hotline

We suggest that you first read your employer's whistleblowing policy (above) and then raise your concerns with your employer.

If your employer does not have a whistleblowing policy or if you are still not sure how to raise your concerns with your employer or someone else, we suggest you first get free, confidential advice from the independent whistleblowing charity Public Concern at Work; it can help you to decide whether and/or how to raise your concern. You can call on 020 7404 6609 or email helpline@pcaw.co.uk. For further information, go to [the Public Concern at Work website](#) – it includes guidance on whistleblowing legislation.

If you are someone who wishes to complain about a service you use that we inspect or regulate, we will deal with your concerns through our normal complaints procedure. For further information, go to the [How to complain](#) page.

This policy was adopted at a meeting after the AGM of Haddenham Puddleducks Pre-school held in February 2020

Signed on behalf of Haddenham Puddleducks Pre-school by