



Policies and procedures

Complaints Procedures

Statement of intent

Our preschool 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 preschool and will give prompt and serious attention to any concerns about the running of the preschool. 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.

Are complaints policy is issued to all families and is also available upon request.

Aim

We aim to bring all concerns about the running of the preschool to a satisfactory conclusion for all of the parties involved.

Method

To achieve this, we operate the following complaints procedure. all settings are required to keep a 'summary log' of all complaints that reach stage 2 or beyond. This is to be made available to parents as well as to Ofsted inspectors.

Making a complaint

Stage 1

Any parent who is uneasy about an aspect of the preschools provision talks over, first of all, his/her worries and anxieties with the preschool manager or committee. The manager and a member of the committee will record the discussion and the outcome.

Stage 2

If this does not have a satisfactory outcome, or if the problem reoccurs, the parent moves to stage 2 of the procedure by putting the concerns or complaint in writing to the manager and the chair of the preschool committee.

For parents who are not comfortable with making written complaints, there is a template form in the complaint's summary record, the form may be completed with the manager and signed by the parent or available for the parent to take with them to complete.

The preschool stores written complaints in the complaints file.

When the investigation into the complaint is completed, the manager meets with the parent to discuss the outcome.

When the complaint is resolved at this stage, the summative points are logged in the complaint's summary record.

Stage 3

The parent requests a meeting with the manager and the chair of the preschool committee. If the complaint is against either the manager or the chairperson the parent/carer can request to meet the vice chair and deputy manager of the setting. The parent should have a



friend or partner present for support is required, and the manager should have the support of the chairperson.

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 should sign the report 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 record.

Stage 4

If at the stage 3 meeting the parent and preschool cannot reach agreement, an external informal mediator is invited to help 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 define the problem, review the action so far and suggest further ways in which it might be resolved.

The mediator keeps all discussions confidential. She/he can hold separate meetings with the preschool personnel (manager and chair of the preschools 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 she/he gives.

Stage 5

When the mediator has concluded his/her investigations, a final meeting between the parent, the manager and the chair of the preschool committee is held. The purpose of this meeting is to reach a decision on the action to be taken to deal with the complaint. The mediator's advice is used to reach the 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 was concluded.

The role of the office standards in education, early years directorate (Ofsted) and the area child protection committee.

Parents may approach Ofsted directly at any stage of this complaint's procedure. In addition, where there seems to be a possible breach of our registration requirements, it is essential to involve Ofsted as the registering and inspection body with a duty to ensure the national standards for the day care are adhered to.

Ofsted
Piccadilly Gate,
Store Street
Manchester
M1 2WD
Tel: 0300 123 1231
Email: enquiries@ofsted.gov.uk

These details are displayed on our preschools notice board.



If a child appears to be at risk, our preschool follows our safeguarding policy and procedures and will contact the local safeguarding board.

A record of complaints against our preschool and/or adults working in our preschool is kept, including the date, the circumstance of the complaint and how the complaint was managed. The outcome of all complaints is recorded in the complaints summary record which is available for parents and Ofsted inspectors on request.

Where parents/carers are not satisfied that their child is receiving the free entitlement in the correct way (as set out in the funding agreement and in early education and child care statutory guidance for local authorities), a complaint can be submitted directly to (manager) Mandy Clarke or the (chair person) Chloe Clarke.

Please see other related policies:
Safeguarding policy.

This policy was adopted on:

Date to be reviewed:

Manager signature:

Chairperson signature: