

Complaints Policy

Our Pre-School is committed to providing a safe, stimulating, consistent and accessible service to children and their parents/carers. We always aim to provide high quality services for everyone, but accept that sometimes things do not always go to plan. In such circumstances, we want to know so that we can put them right and learn from our mistakes. This policy constitutes our formal Complaints Procedure. It will be displayed on the premises at all times.

Procedure

Under normal circumstances, the Leader will be responsible for managing complaints. If a complaint is made against the Leader, the Registered Person within the Committee will conduct the investigation. All complaints made to staff will be recorded in detail in the Incident Record Book. The Registered Person will ensure that each complaint is fully investigated.

If the Leader has good reason to believe that the situation has child protection implications, the designated Safeguarding Children/Child Protection Officer will be informed who will then ensure that the local children's services department is contacted, according to the procedure set out in the Safeguarding policy. If any party involved in the complaint has good reason to believe that a criminal offence has been committed, then the police will be contacted.

Stage One

If a parent/carer has a complaint about some aspect of the Pre-School's activity, or about the conduct of an individual member of staff, it will often be possible to resolve the problem by simply speaking to the individual concerned and/or to the Leader. The Pre-School is committed to open and regular dialogue with parents/carers and we welcome all comments on its services, regardless of whether they are positive or negative.

In the first instance, parents/carers are encouraged to speak directly to the relevant member of staff, if deemed appropriate. If not, the Leader should be approached and they will try to resolve the problem. If a satisfactory resolution cannot be found, then Stage Two of the procedure will formally come into operation.

Stage Two

If informal discussions of a complaint or problem have not produced a satisfactory resolution to the situation, parents/carers should put their complaint in detail and in writing to the Leader and the committee. Relevant names, dates, evidence and any other important information on the nature of the complaint should be included.

The Pre-School will acknowledge receipt of the complaint as soon as possible within three working days at least and fully investigate the matter. If there is any delay, the Pre-School will advise the parent/carers of this and offer an explanation. The Leader will be responsible for sending them a full and formal response to the complaint within 28 days of having received the complaint.

The formal response to the complaint from the Pre-School will be sent to the parent/carer concerned and copied to all relevant members of staff if appropriate. The response will include an account of the findings; any actions taken as a result, recommendations for dealing with the complaint and any amendments to the Pre-School's policies or procedures emerging from the

investigation. The Leader will arrange a time to meet the parent/carer concerned and any other relevant individuals, such as members of staff, to discuss the complaint and the Pre-School's response to it. The Leader will judge if it is best for all parties to meet together or if individual meetings are more appropriate.

Should the matter remain unresolved following the above procedures, it should be referred to a specially convened panel consisting of a member of the Committee, the Supervisor and an independent expert (e.g. a representative from Children's Services). The complaint should be submitted in writing to the panel and the person who has complained should be given the opportunity to address the panel with any additional information. The panel may also require others to submit written information for consideration.

Records of all complaints must be retained for a period of at least 3 years from when the record was made. Parents will be allowed access to all written records about their children on request (except in exceptional cases).

Making a Complaint to Ofsted


Any parent/carer can, at any time, submit a complaint to Ofsted about any aspect of registered childcare provision. Ofsted will consider and investigate all complaints received.

- OFSTED on 0300 123 1231
- enquiries@ofsted.gov.uk

In the first instance every effort will be made to resolve any matters within the setting of the Pre-School.

Making a complaint to the Information Commissioner's Office (ICO)

Any individual who feels they wish to make a complaint about how their information was handled has the right to make a complaint to the ICO. <https://ico.org.uk/concerns/handling/> or 0303 123 1113

Signed:  Chairperson