



Complaints Procedure

Statement of intent

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

EYFS Key Themes and Commitments

A Unique Child	Positive Relationships	Enabling Environments	Learning and Developing
1.2 Inclusive practice	2.1 Respecting each other 2.2 Parents as partners	3.2 Supporting every child 3.4 The wider context	

Making a complaint

Stage 1

- Any parent who has a concern about an aspect of the setting's provision talks over, first of all, his/her worries and anxieties with the setting leader.
- Most complaints should be resolved amicably and informally at this stage.

Stage 2

- If this does not have a satisfactory outcome, or if the problem recurs, the parent moves to Stage 2 of the procedure by putting the concerns or complaint in writing to the Pre-School Owner Joanne King.
- If the complaint is about the Pre-School Owner (Joanne King) or Manager (Zoe Munford), then the next senior member of staff, Claire Bransby, will deal with it. The same process, detailed below, should be followed.
- When the investigation into the complaint is completed, the Pre-School Owner or Manager meets with the parent to discuss the outcome.
- Parents must be informed of the outcome of the investigation within at least 28 days of making the complaint.
- When the complaint is resolved at this stage, the summative points are logged in the Complaints Summary Record.

Stage 3

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- If the parent is not satisfied with the outcome of the investigation, he or she should request a meeting with the Pre-School Owner and the Manager. The parent should have a friend or partner present if required. Depending on the context of the complaint, it may be prudent for the owner to talk to both the parent and the staff member separately and then arrange the meeting with all parties to resolve the situation.
- 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 complaint is resolved at this stage, the summative points are logged in the Complaints Summary Record.

Stage 4

- If at the Stage 3 meeting the parent and setting cannot reach agreement, an external mediator is invited to help to 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 to define the problem, review the action so far and suggest further ways in which it might be resolved.
- Staff within the Pre-School Learning Alliance, Longmeadow Primary School or Broadwater Family Centre are appropriate persons to be invited to act as mediators.
- The mediator keeps all discussion confidential. S/he can hold separate meetings with the setting personnel (Pre-School Owner/ Manager) 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.

Stage 5

- When the mediator has concluded her/his investigations, a final meeting between the parent, the Pre-School Owner and Manager 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 this 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 has concluded.

The role of the Office for Standards in Education, Early Years Directorate (Ofsted)

- 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 that the Welfare Requirements of the Early Years Foundation Stage are adhered to.
- The address and telephone number of our Ofsted centre are displayed in the foyer and are;

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The National Business Unit

Ofsted

Piccadilly Gate

Store Street

Manchester M1 2WD

Telephone 0300 123 1231

www.ofsted.gov.uk/parents

- If a child appears to be at risk, we follow our Safeguarding Children Policy.
- In these cases, both the parent and setting are informed and the Pre-School Owner works with Ofsted or the Local Safeguarding Children Board to ensure a proper investigation of the complaint, followed by appropriate action.

Records

- A Record of Complaints against our setting and/or the children and/or the adults working in our setting 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 Complaints Summary Record which is available for parents and Ofsted inspectors on request.

This policy was agreed by the staff of Playhouse Pre-School Broadwater.

Adapted on 23rd April 2015 and will be reviewed annually.

Reviewed on 7th July 2023 by Z. Munford