



## **Complaints Procedure**

### **Statement of intent**

Our setting believes that children and parents, staff and service users 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 parties involved.

### **Complaints procedure for parents and service users**

There is a fair way of dealing with issues as they arise in an informal way, but parents may wish to exercise their right to make a formal complaint. They are informed of the procedure to do this and complaints are responded to in a timely way. The same procedures apply to agencies who may have a grievance or complaint.

### **Parents**

- If a parent is unhappy about any aspect of their child's care or how he/she feels he/she has been treated, this should be discussed with the child's key person. The key person will listen to the parent and acknowledge what he/she is unhappy about. The key person will offer an explanation and an apology if appropriate. The issue and how it was resolved is recorded in the child's file and Complaint Investigation Record. The recording will also make clear whether the issue being raised relates to a concern about quality of the service or practice, or a complaint. For allegations relating to serious harm to a child caused by a member of staff or volunteer, Allegations against staff policy will be followed.
- If the parent is not happy with the key person's response or wishes to complain about the key person or any other member of staff, he/she will be directed to either the room leader, deputy manager or manager. Some parents will want to make a written complaint; others will prefer to make it verbally, in which case the staff member writes down the main issues of the complaint using the Complaint Record and keeps it in the complaints folder.
- The setting manager will investigate the complaint and provide time to feedback to the parent within 28 days. A written report of the investigation is kept in the complaints folder.
- If the parent is still not satisfied, or if the complaint is about the setting manager, the setting manager is asked to forward their complaint verbally or in writing to the owner for further investigation. Who will respond to the parent within a further 14 days.
- If the complainant believes that the matter has not been resolved and there has been a breach of the EYFS requirements they are entitled to make a complaint to Ofsted. The manager will assist in any complaint investigation as well as in producing documentation that records the steps that were taken in response to the original complaint.
- The setting manager ensures that parents know they can complain to Ofsted by telephone or in writing at any time as follows:

Applications, Regulatory and Contact (ARC) Team, Ofsted, Piccadilly Gate, Store Street, Manchester M1 2WD or telephone: 0300 123 1231

### Agencies

- If an individual from another agency wishes to make a formal complaint about a member of staff or any practice of the setting, it should be made in writing to the setting manager.
- The complaint is acknowledged in writing within 10 days of receiving it.
- The setting manager investigates the matter and meets with the individual to discuss the matter further within 28 days of the complaint being received.
- An agreement needs to be reached to resolve the matter.
- If agreement is not reached, the complainant may write to the setting owner, who acknowledges the complaint within 5 days and reports back within 14 days.

### Ofsted complaints record

- We will keep a record of complaints and disclose these to Ofsted at inspection, or if requested by Ofsted at any other time.
- The record of complaints is a summative record only. A record of complaints will be kept for at least 3 years.
- In all cases where a complaint is upheld a review will be undertaken by the owner and manager to look for ways to improve practice where it is required.

### Staff

- If an employee is dissatisfied s/he must have the opportunity for prompt discussion with her/his immediate line manager. Employees are expected to discuss ordinary day to day issues informally with their line manager through supervision meetings or if necessary request a separate meeting. Where this is not possible employees should raise their concerns verbally with the next level of management, prior to raising a formal grievance.
- If after seeking to resolve concerns informally employees are not satisfied, then they should write to the setting manager, explaining their grievance.
- Employees must provide in writing, the nature of the alleged grievance and send the written complaint to the Manager. Where the grievance is against the Manager the matter should be raised with the owner or an appropriate external Senior Manager, i.e. the Family Centre.
- Normally within 5 working days of receiving a grievance, the Manager will write to the employee, inviting them to attend a meeting where the alleged grievance can be discussed. The meeting should be scheduled to take place as soon as reasonably possible, and normally at least 5 working days notice of this meeting should be provided to the employee.
- Employees are required to take all reasonable steps to attend the meeting. However, should, for a reasonably unforeseen reason, either the employee, the Manager or their companions are unable to attend the meeting, it must be rearranged.
- Should an employee's companion be unable to attend then the employee should make contact within 5 days of the date of the letter to arrange an alternative date that falls within 10 days of the original date provided. These time limits may be extended by mutual agreement.
- At the meeting the employee must inform the Manager hearing the grievance what the basis for the complaint is.
- After the final meeting, the Manager hearing the grievance must write to the employee informing them about any decision and offering the right of appeal. This letter should

## Complaints Procedure

be sent within 10 working days of the grievance meeting and should include the details of how to appeal.

- Should the employee consider that the grievance has not been satisfactorily resolved, then they must set out their grounds of appeal in writing within 7 working days, of receipt of the decision letter, confirming that they wish to appeal against the decision or failure to make a decision.
- Within 5 working days of receiving an appeal letter, the employee should be written to inviting her/him to attend an appeal hearing where the alleged grievance can be discussed. The appeal meeting should be scheduled to take place as soon as reasonably possible.
- Employees are required to take all reasonable steps to attend the appeal hearing. However, should, for a reasonably unforeseen reason, either the employee, the line manager or their companions be unable to attend the meeting, it must be rearranged.
- Should an employee's companion be unable to attend then the employee should make contact within 5 days of the date of the letter to arrange an alternative date that falls within 10 days of the original date provided. These time limits may be extended by mutual agreement.
- After the appeal meeting, the appeal hearing Manager must write to the employee informing them of the employer's final decision. This letter should be sent within 10 working days of the appeal hearing.

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

Adapted on 23<sup>rd</sup> April 2015 and will be reviewed annually.

Reviewed on 6<sup>th</sup> November 2025 by Z. Munford