

# Complaints Procedure

\* Where possible issues are in the first instance dealt with in an informal manner.

\* The Pre-School accepts that parents/carers may wish to exercise their right to make a formal complaint and will support them to do this.

\*We believe that it is in the best interest of the Pre-School, the Children attending and their families that all complaints be taken seriously and dealt with in a manner which respects the confidentiality of all parties concerned.

## All complaints will be dealt with as follows.

1. In the first instance parents/carers are encouraged to speak with their child's key person, they will listen to the complaint and offer an explanation or apology where appropriate. The Key person will record the complaint using the complaints log template, and this will then be stored in the child's confidential file in accordance with the GDPR.
2. A parent/carer with any worries or concerns regarding the Pre-School which they feel cannot be discussed with their child's key person can be discussed with either the Pre-School Manager or the Deputy. A written complaint will at this point be requested, and the Manager or Deputy will respond within 28 days, this is the time allowed for an investigation of the complaint to take place. The Manager or Deputy will respond to the complaint within the 28 days offering explanation or an apology where appropriate and will record all the details using the complaints log template, and records will then be stored in accordance with the GDPR.
3. If after investigation and a attendance at a meeting with the Manager or Deputy a parent/carer feels that there has not been a satisfactory outcome a formal complaint procedure will be suggested to the parent/carer. The Manager or Deputy dealing with the complaint will pass the complaint on to the Committee for further investigation to take place. The Committee will respond within 14 days to the complaint, and a meeting with a senior Committee (usually the Chairperson) member will be offered to the parent/carer.

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4. If an agreement still cannot be reached it will be suggested to the parent/carer that an independent mediator who is acceptable to both parties is invited to listen to the complaint and offer impartial advice. The Mediator will have no legal powers but may be able to clarify the situation. They will keep all discussion confidential and a written record of any meetings that are held will be kept in accordance with the GDPR.
  
5. Where there is a serious complaint or allegation relating to serious harm caused by a member of staff this will be dealt with by the Manager or Safeguarding Officer in the first instance and will be shared with the LADO or Ofsted where necessary. These allegations will be treated as a matter of urgency and investigated within 48 hours of the complaint being made.  
The parent/carer will be kept up to date throughout and informed of any outcomes where appropriate. All information shared or discussed during investigation will be kept confidential unless it is necessary to share it with other professionals such as the MASH to safeguard a child/or group of children.

## **The role of Ofsted**

The Pre-School is inspected and registered by Ofsted.

In certain circumstances if the complainant believes there has been a breach of the EYFS requirements 2021 it may be necessary to inform Ofsted who have a duty to ensure that all statutory requirements are complied with, for example, Ofsted would need to be involved if a child appeared to be at risk. In these cases, the Pre-School Manager would then assist Ofsted with the investigation and produce documents or records as requested. Following any investigation agreed actions would be put into place.

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Parents can complain to Ofsted about a childcare setting, if you would like to contact them to make a complaint you can do so by completing the online form provided at; [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)

Or by telephone

Ofsted Helpline: 0300 123 4666

(Please note Ofsted will not inform you directly of any outcomes of your complaint).

This procedure was agreed at the meeting held on:

Name of Pre-School:

Signed on behalf of the management:

Role of signatory:

Date policy to be reviewed: