



## **Welbourn Preschool Complaints Procedure**

Welbourn Preschool is committed to providing a safe, stimulating environment ensuring a consistent and accessible service that meets the needs of the children and families attending.

We welcome suggestions on how to improve our setting and we will give prompt and serious attention to any concerns about running the setting. We anticipate that most concerns will be resolved quickly, by an informal approach. If this does not achieve the desired result, we have set out 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. To help us to achieve that outcome the following procedures will be followed:

### **Procedures**

All settings are required to keep a written record of any complaints that reach stage two and above, and their outcome. This is to be made available to parents, as well as to Ofsted inspectors on request. A full procedure is set out in the Complaint Investigation Record which acts as the summary log for this purpose.

### **Making a complaint**

#### **Stage 1**

- Any parent/carer who has a concern about any aspect of the setting's provision are encouraged to discuss this with our Manager first
- Most complaints should be resolved amicably and informally at this stage
- We record the issue, and how it was resolved, in the child's file

#### **Stage 2**

- If this does not have a satisfactory outcome, or, if the problem recurs we will proceed to stage 2 and put the complaint in writing to the Chair.
- All complaints will be stored and recorded in the complaints log, which is a requirement of the EYFS.
- The Chair will investigate the complaint and record a detailed account of how the complaint is resolved
- The setting will formally acknowledge the complaint within 5 working days

- When the complaint has been investigated the Chair will notify the complainant of the outcome within 28 days of having received the complaint

### **Stage 3**

- If the parent/carer is not satisfied with the outcome of the investigation he/she should request a meeting with the Manager and the Chair. The parent may have a friend or partner present if they prefer and our Manager should have the support of the committee
- The complaint will be discussed and a written record of the discussion and agreed decision or action made
- All parties present at the meeting will sign and date the written record and receive a copy. The record will be stored in the complaints log
- The signed record signifies that the procedure has concluded

### **Stage 4**

- Should the matter remain unresolved, OFSTED can be contacted at the following address.

#### **OFSTED**

#### **Complaints Investigation and Enforcement Team (CIE)**

**Piccadilly Gate**

**Store Street**

**Manchester**

**M1 2WD**

**Tel: 0300 123 1231**

The Complaints Procedure and above details will be displayed **visibly** within the setting on the parents notice board and in the Complaints file.

Parents may approach Ofsted directly at any stage of this Complaints Procedure.

In addition, where it is deemed that there is a breach of the setting's registration requirements, it is essential to involve Ofsted, as the registering and inspection body, who has the duty to ensure the EYFS requirements are met.

If a child appears to be at risk, the setting will follow the procedure of the Local Safeguarding Children's Board. In these cases the setting Manager will work with Ofsted and/or the Local Safeguarding Children's Board to ensure investigation of the complaint, followed by appropriate action.

All complaints against our setting, and/or the children, and/or the adults working in our setting will be recorded in detail in the Complaints log which will be made available to parents and Ofsted inspectors.

The Chair is responsible for managing complaints.

## **Records**

- A record of complaints in relation to our setting, or the children or the adults working in our setting, is kept for at least three years; including the date, the circumstances of the complaint and how the complaint was managed
- The outcome of all complaints is recorded in our Complaint Investigation Record, which is available for parents and Ofsted to view on request

This policy has been adopted by Welbourn Preschool

Signed on behalf of the setting by:

**Chairperson**

**Secretary**

**Date**

**Review Date**

October 2020

October 2021