



COMPLAINTS PROCEDURE	Effective date: 19 February 2018
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COMPLAINTS PROCEDURES

We aim to provide the highest quality of education and care for all our children. We aim to offer a warm welcome to each individual child and family and to provide a caring environment within which all children can learn and develop as they play.

We believe children and parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes. Our intention is to work in partnership with parents and the community generally and we welcome suggestions on how to improve our group at any time.

MAKING CONCERNS KNOWN

We hope that you are happy with the service we provide, but we appreciate there may be times when we are not offering you and your child(ren) the service that you require. We hope that you will feel able to discuss any concerns or issues that you may have with us directly. If you would rather not talk in front of your child(ren) then we can arrange a more convenient time. A parent who is uneasy about any aspect of the group's provision should first of all talk over any worries and anxieties with **the preschool manager**. (Or owner).

If this does not have a satisfactory outcome within a couple of weeks, or if the problem recurs, the parent should put the concerns or complaint in writing and request a meeting with the preschool manager and the owner of the group. Both parents and the manager should have a friend or partner present if required and an agreed written record of the discussion should be made.

MOST COMPLAINTS SHOULD BE RESOLVED INFORMALLY OR AT THIS INITIAL STAGE

If the matter is still not resolved to the parent's satisfaction, the parent should again contact the owner.

If parent and Preschool cannot reach an agreement, it might be helpful to invite an external mediator, one who is acceptable to both parties, to listen to both sides and offer advice. A mediator has no legal powers but can help to clarify the situation. Staff or volunteers within the Early Years Childcare and Development will be available to act as mediator if both parties wish it. As a last resort Ofsted can be contacted and they will deal with any complaint under their own complaints procedure.

The mediator will help define the problem, review the action so far and suggest further ways in which it might be resolved.

The mediator will keep all discussion confidential. S/he will meet with the group if requested and will keep an agreed written record of any meetings that are held and of any advice s/he has given.

It is a requirement by Ofsted that all complaints are logged along with the outcome and any action taken. These records must be available to show an Ofsted Childcare Inspector if required.

If you feel that you are unable to talk to us or after talking the matter remains unresolved then you can talk in confidence to;

The Early Years Childcare and Development Team on - 01895-277180.

If you wish to make a formal complaint then you can contact the Ofsted Complaints and Investigation Unit on - 0300 123 4666.

THE ROLE OF THE REGISTERING AUTHORITY

In some circumstances, it will be necessary to bring in Ofsted, who have a duty to ensure laid down requirements are adhered to and with whom the EYFS works in partnership to encourage high standards. The Social Services Children & Families Team would be involved if a child appeared to be at risk. Where there seemed to be a possible breach of registration requirements then Ofsted would be contacted. In these cases both parent and preschool would be informed and the EYFS field worker would work with the social services department to ensure a proper investigation of the complaint followed by appropriate action.

We believe that most complaints are made constructively and can be sorted out at an early stage. We also believe that it is in the best interests of the preschool and parents that complaints should be taken seriously and dealt with fairly and in a way which respects confidentiality. It is a requirement by Ofsted that all complaints are logged along with the outcome and any action taken. These records must be available to show an Ofsted childcare inspector if required. (see Appendix X).

Website: www.ofsted.gov.uk

Parents complaints regarding data protection or breaches of the GDPR contact the ICO [Http://ico.org.uk](http://ico.org.uk)

Early help - 01895 556144/556402 where you have concerns regarding a child or family in need of support. Must be done with parental agreement only

All Childcare Providers **must** also contact OFSTED Complaints, investigations and Enforcement Team on **0300 123 1231 report any CP issues**

Ofsted

The National Business Unit
Piccadilly Gate
Store Street
Manchester
M1 2WD

Helpline: **0300 123 1231**

Website: www.ofsted.gov.uk