

Complaints Policy

It is our aim to provide the highest quality education and care for all our children and to offer a warm welcome to each individual child and family. 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 in general and we welcome suggestions as to how to improve our group. The following methods may be used to draw our attention to issues that are of concern:

- The pre-school comments book and suggestions box can be used to make suggestions as to improvements that could be made.
- Key persons or the manager may be approached directly with any concerns. Most issues can be resolved quickly through such an informal approach.
- More serious issues may be put in writing to the committee and copied to the manager.

Children Act Regulations stipulate that:

- ***All complaints made in writing or electronic format relating to one or more of the Statutory Requirements for the Early Years Foundation Stage must be investigated by the pre-school.***
- ***The parents concerned must then be provided with an account of the findings, and of any action taken as a result, within 28 days.***
- ***The pre-school must make a written record of the complaint, any action taken, and the outcome of any investigation.***
- ***The pre-school must provide a summary of this to any parent who requests one, and to Ofsted.***
- ***Records must be retained for a period of 10 years from the date on which the record was made.***

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 pre-school and parents that complaints should be taken seriously and dealt with fairly and in a way which respects confidentiality.

Complaints made in writing

- All complaints made in writing will be recorded on the complaint's record form.
- For the purposes of confidentiality, individuals will not be named in any part of the written record.
- All complaints made in writing will be investigated.
- Any parent / carer making a complaint will receive a written report on the investigation and subsequent action taken, within 28 days of making the initial complaint.
- A summary of any written complaint and subsequent investigation and action taken will be made available to all parents / carers of children in the pre-school upon request.
- All records of complaints will be kept for a period of 10 years and will be made available to Ofsted upon request.
- The complaints file must be kept on the pre-school premises at all times.

The role of Ofsted

In some circumstances, it may be necessary for parents to contact Ofsted whose duty it is to ensure laid down requirements are adhered to. Ofsted should be contacted if a child appears to be at risk of significant harm or if there seems to be a possible breach of registration requirements.

Ofsted may be contacted on Tel. No. 0300 123 1231

Or by writing to:

Ofsted address:

Complaints and Enforcement, Ofsted Early Years, Freshford House, Redcliffe Way,
Bristol BS1 6LX

***This policy was adopted at a meeting of the pre-school held on
.....(date)***

Signed on behalf of the pre-school