



## **Complaints Procedure**

**Welfare requirement:** Safeguarding and promoting children's welfare, documentation, organisation, suitable person.  
The EYFS- A unique child/ positive relationships/learning and development.

**Key legislation and guidance:**

Childrens Act 2004  
Convention on the Rights of a Child UNICEF 1989  
Data Protection Act 2018  
Freedom of Information Act 2000  
United Nations International Children's Emergency Fund (UNICEF) 1989  
The Human Rights Act 2000

### **Policy Statement**

At Madley Pre-School, we believe that children and parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes. We welcome suggestions on how to improve the Pre-School and will give prompt and serious attention to any concerns about the running of Pre-School. We anticipate that most concerns will be resolved quickly, by an informal approach with 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 Pre-School to a satisfactory conclusion for all of the parties involved.

### **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* (Pre-School Learning Alliance 2015) which acts as the 'summary log' for this purpose.

### **Making a complaint**

#### Stage 1:

- Any parent who has a concern about an aspect of our Pre-Schools provision talks over his/her worries or anxieties with the Pre-School Manger first of all.
- 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, the parent moves to this stage of the procedure by putting the concerns or complaint in writing to the Pre-School Manager and the Chair of the Committee.
- Our setting stores all information relating to written complaints from parents in the child's personal file. However, if the complaint involves a detailed investigation, our Manager may wish to store all information relating to the investigation in a separate file designated for this complaint.
- When the investigation into the complaint is completed, the Manager meets with the parent to discuss the outcome.
- We inform parents of the outcome of the investigation within 28 days of him/her making the complaint.





- When the complaint is resolved at this stage, we log the summative points in our Complaint Investigation Record, which is made available to Ofsted on request.

#### Stage 3:

- If the parent is not satisfied with the outcome of the investigation, he or she requests a meeting with the Pre-School and the Manager and the Chair of the Committee. The parent may have a friend or partner present if they prefer and our Manager should have the support of the management team.
- An agreed written record of the discussion is made, as well as any decision or action to take as a result. All of the parties present at the meeting sign the record and receive a copy of it.
- This signed record signifies that the procedure has concluded. When the complaint is resolved at this stage, we log the summative points in our Complaint Investigation Record.

#### Stage 4:

- If at the stage 3 meeting the parent cannot reach agreement with us, we invite an external mediator to help to settle the complaint. This person should be acceptable to both parties, listen to both sides and offer advice. A mediator has no legal powers, but can help us to define the problem, review the action so far and suggest further ways in which it might be resolved.
- The mediator keeps all discussions confidential. They can hold separate meetings with our staff and the parent, if this is decided to be helpful. The mediator keeps an agreed written record of any meetings that are held and of any advice they give.

#### Stage 5:

- When the mediator has concluded their investigations, a final meeting between the parent and our Manager and Chair of the Committee, is held. The purpose of this meeting is to reach a decision on the action to be taken to deal with the complaint. The mediator's advice is used to reach this conclusion. The mediator is present at the meeting if all parties think this will help a decision to be reached.
- A record of this meeting, including the decision on the action to be taken, is made. Everyone present at the meeting signs the record and receives a copy of it. This signed record signifies that the procedure has concluded.

#### **The role of the Office for Standards in Education, Children's Services and Skills (Ofsted), the Local Safeguarding Children Board and the Information Commissioner's Office**

- Parents may approach Ofsted directly at any stage of this complaints procedure. In addition, where there seems to be a possible breach of our registration requirements, it is essential to involve Ofsted as the registering and inspection body with a duty to ensure the Safeguarding and Welfare Requirements of the Early Years Foundation Stage are adhered to.
- Parents can complain to Ofsted by telephone or in writing at:  
Ofsted National Business Unit, Piccadilly Gate, Store Street, Manchester M1 2WD  
Tel: 0300 123 1231 (these details are displayed on our setting's notice board).
- If a child appears to be at risk, we follow the procedures of the Local Safeguarding Children Board.



- In these cases, both the parent and the Pre-School are informed and the Manager works with Ofsted or the Local Safeguarding Children Board to ensure a proper investigation of the complaint, followed by appropriate action.

**Records**

- A record of complaints in relation to our Pre-School, and/or the children and/or the adults working in our Pre-School, 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 inspectors to view on request.

This policy was adopted by:	Madley Pre-School
On:	<hr/> September 2024
Date to be reviewed:	<hr/> September 2026
Signed on behalf of the provider:	<hr/>
Name of signatory:	<hr/> Fiona Batstone
Role of signatory:	<hr/> Manager

