



## **Complaints Policy**

### **Statement of intent**

Our pre school believes 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 our pre school and will give prompt and serious attention to any concerns about the running of the setting. We anticipate that most concerns will be resolved quickly by an informal approach to the appropriate member of staff. If this does not achieve the desired result, we have a set of procedures for dealing with concerns.

### **Aim**

We aim to bring all concerns about the running of our pre school to a satisfactory conclusion for all of the parties involved.

### **Methods**

To achieve this, we operate the following complaints procedure. We are required to keep a written record of all complaints received whether verbal, writing or by e.mail.

1. Parents/carers should discuss a concern with the Supervisor or any other member of staff if Supervisor is not available. These concerns will be treated with respect. Most concerns will hopefully be resolved at this stage.
2. If a parent/carer feels that more needs to be done they should make a formal complaint in writing to pre-school. The complaint will be recorded in our complaints log book. We will investigate all complaints made in writing or by e.mail from parents/carers where these relate to one or more of the Early Years Foundation Stages requirements. We will provide parents/carers who made the complaint with an account of the findings and of any action taken as a result within 28 days.
3. If the parent/carer is still not entirely satisfied then they should contact Ofsted, the government body responsible for the standards set in all early years' provision.

Contact Jo Wyss – Supervisor at pre-school.

OR

Helen Edge – Chair person

The Glebe Pre-school, Stanton Road, Stapenhill, Burton-on-Trent, Staffs. DE15 9RW  
glebepreschool45@gmail.com

### **The Role of Ofsted (Office for Standards in Education)**

Parents/carers may approach Ofsted directly at any stage of this complaint procedure. 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 Early Years Foundation Stages for Day Care are adhered to.

If the complaint is an allegation of child abuse by a member of staff, the pre-school will inform Ofsted immediately. (Please refer to our child protection policy).

Contact:

Ofsted Complaints Department

**Records**

A record of complaints against our pre school and/or the children and/or the adults working here is kept for 10 years. This will include the date, the circumstances of the complaint, the Early Years Foundation Stage requirements to which the complaint relates, how it was dealt with and any actions taken or proposed as a result of an investigation.

A summary of each complaint is available for parents/carers and Ofsted inspectors to see.

This policy was adopted at a meeting held 17<sup>th</sup> March 2014

Signed on behalf of the pre-school:

Chair person.....

Other Committee Member.....