

## Complaints Policy

(EYFS 3.75, 3.76)

Our setting believes that children and parents/carers are entitled to expect courtesy and prompt, careful attention to their needs and wishes. We welcome suggestions on how to improve our setting 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 is not the case, we have a procedure for making and dealing with complaints. We aim to bring all concerns about the running of our setting to a satisfactory conclusion for all parties involved.

All settings are required to keep a log of any written complaints and this will be made available to parents and to Ofsted Inspectors.

### Procedure

- Any parents/carer who has a concern about an aspect of the setting's provision talks over their concerns with the Manager. Most concerns should be resolved amicably and informally at this stage.
- If this does not have a satisfactory outcome, parents should put their concerns in writing to the Preschool Manager and Chairman of the Committee.
- The setting stores any complaints in a separate file, together with any investigation undertaken. When any investigation is completed, the Manager meets with the parents to discuss the outcome. Parents must be informed of the outcome within 28 days of making the complaint.
- If the parent is not satisfied with the outcome of the investigation, they can request a meeting with the Manager and Chairman of the committee. The parent/carer should have a friend or partner present if required. An agreed written record of the discussion is made as well as any action to be taken as a result. All parties at the meeting sign the record and receive a copy of it. This signed record signifies that the procedure has concluded and a copy is placed in the complaints file.
- Parents may contact Ofsted at any stage of this complaints procedure on **0300 123 1231** or write to them at:

**Ofsted, Piccadilly Gate, Store Street, Manchester. M1 2WD**

- The Information Commissioner's Office (ICO) can be contacted if you have made a complaint about the way your data is being handled and remain dissatisfied after raising your concern with us. For further information about how we handle your

data, please refer to the Privacy Notice given to you when you registered your child at our setting. The ICO can be contacted at **Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF** or [ico.org.uk](http://ico.org.uk)

(Reviewed September 2021)