Complaints Policy

Policy created	01.09.2008	Version number	9.2
Last reviewed	01.11.2026	Next review date	01.11.2027

We aim to provide the highest quality education and care for all our children. We aim to offer a warm welcome to each individual child and family and to provide a friendly and 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/carers and the community generally and we welcome suggestions on how to improve our Pre-school at any time. Many concerns can be resolved quickly by an informal approach to the appropriate member of staff. If this does not achieve the desired result, the following procedures should be used.

All complaints will be logged in the Complaints Log Book, kept in the setting, at the time that they are made or as soon as is reasonably practicable.

How to complain

Stage 1

A parent/carer who is uneasy about any aspect of the Pre-school's provision should first talk over any worries and anxieties with the Setting Manager or Pre-school Leader.

If the concern is regarding the Setting Manager or Pre-school Leader or the complainant is uncomfortable talking to the Setting Manager or Pre-school Leader, they may speak directly to the Chairperson. Similarly, if the parent/carer feels so strongly about the matter of complaint, they may progress straight to Stage 2.

Stage 2

If this does not have a satisfactory outcome within an agreed timescale, or if the problem recurs, the parent/carer should put the concerns or complaint in writing to the Setting Manager and/or Chairperson. The Committee must make a formal investigation and reply to the complainant in writing within 28 days. If appropriate, the Pre-school Disciplinary Policy will be followed as a separate matter. This process will be confidential.

Most complaints should be resolved informally or at this initial stage.

Stage 3

If the matter remains unresolved, the next stage is to request a meeting with the Setting Manager and the Chairperson. Both parents/carers and the Setting Manager are entitled to have a friend or partner present if they wish and an agreed written record of the discussion should be made and kept in Pre-school records for a minimum of six months. All parties present at the meeting should sign the record and receive a copy of it.

Stage 4: Approaching Ofsted

At any stage of this procedure, if a parent/carer is not satisfied with the response, or the concern relates to an issue which the parent is unable to discuss with the Setting Manager or Pre-school Leader or Chairperson, then the parent/carer can contact Ofsted directly:

Ofsted help line: **0300 123 4666**

Email : enquiries@ofsted.gov.uk

Stage 5

If the matter is still not sorted out to the parent's/carer's satisfaction, the parent/carer should again contact the Chairperson. At this point, if the parent/carer and the Pre-school cannot reach 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 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 Pre-school if requested and will keep an agreed written record of any meetings that are held and of any advice s/he has given. All parties present at the meeting should sign the record and receive a copy of it. The involvement of a mediator represents the final stage in the complaints procedure.

The role of the registering authority

In some circumstances, it will be necessary to bring in the registering body, which has a duty to ensure laid down requirements are adhered to and to encourage high standards. The registering authority would be involved if a child appeared to be at risk or where there seemed to be a possible breach of registration requirements. In these cases both parents/carers and the Pre-school would be informed and the registering body would ensure a proper investigation of the complaint followed by appropriate action.

The registering authority is Office for Standards in Education (Ofsted)

Complaints Tel: 0300 123 4666

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.

Document History

Date	Change details	Reviewed by
18/01/2010	Remove all reference to Trio childcare. Include that parents can go to Ofsted directly.	Shelley Robinson
24/01/2010	Removed repeated paragraph wrt parents complaining direct to Ofsted	Shelley Robinson
09/02/2011	Updating Ofsted help line number and Chairman to Chairperson in line with other policies	Jackie Crowe
06/03/2012	Updated Ofsted information	Jackie Crowe
02/03/2013	Updated Ofsted contact information and Ofsted Complaints procedure. Added disciplinary policy.	Rowan Pettitt
21/04/2013	Changed 'Playgroup' to 'Pre-school'	Rowan Pettitt
18/9/2013	Information on "Raising concerns and making complaints about Ofsted" updated and updated logo	Julie Pearce
01/04/2014	Policy reviewed	Julie Pearce
29/01/2015	Added stage headings for clarity. Requirement added for records of meetings to be signed by all parties. Ofsted complaints procedure removed, as this seems to relate to making a complaint about Ofsted. Wording added to clarify that parents can contact Ofsted at any time during the procedure	Ellie Hibberd
12/10/2015	Policy reviewed – added paragraph to state that parent/carer can complain to Chair if not able to approach Play Leader and can also go straight to written complaint.	Rowan Pettitt
03/08/2016	Added: All complaints will be logged in the Complaints Log Book, kept on the setting, at the time that they are made or as soon as is reasonably practicable.	Rowan Pettitt
01/12/17	Policy reviewed – Checked Ofsted phone number – still correct	Rowan Pettitt
16/05/2018	Play Leader changed to Preschool Leader	Ellie Hibberd
03/10/2018	Policy reviewed - 'a welcome' changed to 'a warm welcome'. 'provide a warm and caring environment' changed to 'provide a friendly and caring environment'.	Charlotte Martin
01/10/19	Policy reviewed – no updates	Donna Manser
23/10/20	Policy reviewed – no updates	Anna Shelbourne
22/09/21	Policy reviewed – no update	Anna Shelbourne
29/09/22	Policy reviewed – no update	Anna Shelbourne

01/09/23	Policy reviewed – no update	Charlotte Gibbins
01/09/24	Policy reviewed- no update	Charlotte Gibbins
08/01/25	Policy reviewed – updated Ofsted phone number, changed Becky Whitfield to Hannah Whitfield in places	Elaine Trude
01/10/25	Policy reviewed. Added Ofsted email. Removed individuals names; kept role titles only.	Clare Livingstone
01/11/26	Policy reviewed – no updates	Clare Livingstone