



Registered Charity No. 1022409

10 Working in partnership with parents and other agencies policy and procedures

10.3 Complaints procedure for parents and service users

- 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 our preschool and will give prompt and serious attention to any concerns about the running of the preschool.
- We anticipate that most concerns will be resolved quickly, by an informal approach with the appropriate member of staff.
- We aim to bring all concerns about the running of our preschool to a satisfactory conclusion for all of the parties involved.
- There is a fair way of dealing with issues as they arise in an informal way, but parents may wish to exercise their right to make a formal complaint.
- They are informed of the procedure to do this and complaints are responded to in a timely way.
- The same procedures apply to agencies who may have a grievance or complaint.
- All preschools 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 up in the Early Years Alliance publication Complaint Investigation Record (2015) which acts as the 'summary log' for this purpose.

Parents

Stage 1

- If a parent is unhappy about any aspect of their child's care or how he/she feels he/she has been treated, this should be discussed with the child's key person. The key person will listen to the parent and acknowledge what he/she is unhappy about. The key person will offer an explanation and an apology if appropriate.
- Most complaints should be resolved amicably and informally at this stage.

- The issue and how it was resolved is recorded in the child's file and Complaint Investigation Record. The recording will also make clear whether the issue being raised relates to a concern about quality of the service or practice, or a complaint.
- For allegations relating to serious harm to a child caused by a member of staff or volunteer procedure 1.4 Allegations against staff, volunteers or agency staff will be followed.

Stage 2

- If the parent is not happy with the key person's response or wishes to complain about the key person or any other member of staff, he/she will be directed to the preschool manager. Some parents will want to make a written complaint; others will prefer to make it verbally; in which case the preschool manager writes down the main issues of the complaint using the Complaint Investigation Record and keeps it in the child's file.
- For parents who are not comfortable with making written complaints, there is a template form for recording complaints in the Complaint Investigation Record; the form may be completed by our preschool manager and signed by the parent.
- The preschool manager will investigate the complaint and provide time to feedback to the parent within 28 days. A confidential written report of the investigation is kept in the child's file if the complaint relates directly to a child. However, if the complaint involves a detailed investigation, our preschool manager may wish to store all information relating to the investigation in a separate file designated for this 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 still not satisfied, or if the complaint is about the preschool manager, the preschool manager is asked to forward their complaint verbally or in writing to the chairperson for further investigation, who will respond to the parent within a further 14 days.
- If the parent is still not satisfied, then he/she is entitled to appeal the outcome verbally or in writing to the preschool manager's line manager who will pass the matter on to owners/directors/trustees
- 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.

The role of the Ofsted, LSP and ICO

- If the complainant believes that the matter has not been resolved and there has been a breach of the EYFS requirements, they are entitled to make a complaint to Ofsted. The manager will assist in any complaint investigation as well as in producing documentation that records the steps that were taken in response to the original complaint.

- The preschool manager ensures that parents know they can complain to Ofsted by telephone or in writing at any time as follows:
Applications, Regulatory and Contact (ARC) Team, Ofsted, Piccadilly Gate, Store Street, Manchester M1 2WD or telephone: 0300 123 1231
- These details are displayed on our preschool welcome desk at the front entry.
- If a child appears to be at risk, we follow the procedures of the LSP.
- In these cases, both the parent and our preschool are informed and our preschool manger will work with Ofsted or the LSP to ensure a proper investigation of the complaint, followed by appropriate action.
- The Information Commissioner's Officer (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 preschool.
- The ICO can be contacted at the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or ico.org.uk

Agencies

- If an individual from another agency wishes to make a formal complaint about a member of staff or any practice of the preschool, it should be made in writing to the preschool manager.
- The complaint is acknowledged in writing within 10 days of receiving it.
- The preschool manager investigates the matter and meets with the individual to discuss the matter further within 28 days of the complaint being received.
- An agreement needs to be reached to resolve the matter.
- If agreement is not reached, the complainant may write to the preschool chairperson, who acknowledges the complaint within 5 days and reports back within 14 days.

Ofsted complaints record

- Legislation requires preschools to keep a record of complaints and disclose these to Ofsted at inspection, or if requested by Ofsted at any other time.
 - The record of complaints is a summative record only.
- A record of complaints will be kept for at least 3 years.
- In all cases where a complaint is upheld a review will be undertaken by the trustees to look for ways to improve practice where it is required.

Further guidance

Complaint Investigation Record (Pre-school Learning Alliance 2015)

This policy was adopted on

6th September 2025

Date to be reviewed

6th September 2026

Signed by committee chairperson

Signed by preschool manager
