



## **CONCERNS AND COMPLAINTS POLICY**

### **Statement:**

At Pippins Preschool we believe that the children and families are entitled to expect courtesy and prompt attention to their needs and wishes.

### **Aim**

- To bring all concerns and complaints regarding the running of Pippins Pre-School to a satisfactory conclusion for all parties involved and to welcome any suggestions on how to improve Pippins Preschool.

### **Procedure**

- All staff are aware of this policy and where to access it if needed;
- Any records of complaints will be kept for 3 years and are available in a book for all parents to see;
- This Policy should be read in conjunction with our Safeguarding Policy, Confidentiality Policy and General Data Protection Regulations.

### **Step 1**

- We anticipate that most concerns will be resolved quickly by an informal approach to your child's Key Person or to the Preschool Manager;

### **Step 2**

*If Step 1 above does not achieve the desired results or the problem continues then the following should occur:*

- The parents / carers should put their concerns or complaint in writing to the Preschool manger (Nicola Setford);
- For parents / carers not comfortable with making written complaints they can request a template form;
- The setting keeps written complaints in the child's personal file, or in the event that this particular complaint undergoes further investigation, a separate file designated for this issue is made;
- Once the Preschool Leader has investigated the complaint, a meeting is arranged with the parents / carers to discuss the outcome, both parties should have a second person present;
- The written complaint will be investigated and the results will be made available within 28 working days of the complaint being received. Once the complaint has been resolved between both parties, the results are logged in a Complaints Summary Record which both parents / carers and the Pre-School Leader sign.

### **Step 3**

- If, after stage 2 the parents / carers and Pippins Preschool cannot reach an agreement, an external Mediator is invited to help settle the complaint;
- The Mediator should be acceptable to both parties, listen to both sides and offer advice;
- A Mediator has no legal power but can help to define the problem, review the actions taken so far and suggest further ways to resolve the complaint;
- The Mediator keeps all discussions confidential.

### **Step 4**

- Once the Mediator has concluded his/her investigation, a final meeting between all parties is held;
- This meeting is held to reach a decision on the action to be taken;
- A record of this meeting including the decision on the actions to be taken is made. All parties sign the record and receive a copy.

### **OFSTED**

- All records of complaints are made available to OFSTED on request;
- Parents / carers may approach OFSTED directly at any stage of this Complaints Procedure;
- Parents / carers can contact OFSTED on **0300 123 1231** if they believe that Pippins Pre-School is not meeting the EYFS requirements;
- Parents / carers will be notified if Pippins Preschool are to be inspected by OFSTED;
- Parents will be given details on where to find our Ofsted report or can request a hard copy.

All policies and procedures are reviewed annually or when required.