



Brenchley Preschool

Complaints procedure

Statement of intent

Our Preschool 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 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 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 Preschool to a satisfactory conclusion for all of the parties involved. Brenchley Preschool is required to keep a 'summary log' of all complaints that reach stage two or beyond. This is to be made available to parents as well as to Ofsted inspectors.

Methods

To achieve this, we operate the following complaints procedure.

Any investigation will be carried out within 28 days of initial complaint.

How to complain

1. Informal Complaint

Any parent who has a concern about an aspect of the setting's provision in the first instance, should talk over his/her concerns with the relevant staff member. However, if deemed appropriate the Manager should be approached to resolve the problem.

The Preschool is committed to open and regular dialogue with parents/carers and the preschool welcomes all comments on its services, regardless of whether they are positive or negative.

Most complaints should be resolved amicably and informally at this stage. If a satisfactory resolution cannot be found or if the problem recurs then the parent moves the complaint to Stage 2.

2. Formal Complaint

- Formal complaints must be made in writing to the Manager. The nature of the complaint must be clearly identified – details of relevant names, dates, evidence and any other important information on the nature of the complaint should be included.
- The preschool will acknowledge receipt of complaint as soon as possible, within three working days at least and fully investigate the matter. If there is any delay, the preschool will advise the parents/carers of this and offer an explanation. The Manager will be responsible for sending them a full and formal response to the complaint.
- If the manager has good reason to believe that the situation has child protection implications then Social Services will be contacted in accordance with our Safeguarding Children and Child Protection policy. If any party involved in the complaint has good reason to believe that a criminal offence has been committed then the police will be contacted

- The setting records the complaints on a discussion log and it is filed in the child's personal file. However, if the complaint involves a detailed investigation, the setting's manager may wish to record all information relating to the investigation in a separate file designated for this complaint.
- When the investigation into the complaint is completed, the setting's manager will meet with the parent to discuss the outcome.
- Parents must be informed of the outcome of the investigation within 28 days of making the complaint. This formal response will include details of any actions taken, or to be taken, and any amendments to the Preschool's policies or procedures as a result of the investigation. This response will be sent to the parents/carers concerned and all relevant and appropriate staff.
- The manager will arrange a time to meet the parents/carers concerned and any other relevant individuals, such as members of staff, to discuss the complaint and the Preschool's response to it. The manager will judge if it is best for all parties to meet together or if individual meetings are more appropriate.
- When the complaint is resolved at this stage, the summarised points are logged in a Complaints Summary Record

Stage 3

- If the parent is not satisfied with the outcome of the investigation, he or she can request a meeting with the setting's manager and the Chair of the management committee. The parent may have a friend or partner present if required and the manager should be supported by the Chair or another member of the management team.
- 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 should 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, the summarised points are logged in the Complaints Summary Record.

Stage 4

- If at the stage three meeting the parent and setting cannot reach agreement, an external mediator is invited to help to settle the complaint. This person should be acceptable to both parties, 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.
- Staff or volunteers within the Early Years Alliance are appropriate persons to be invited to act as mediators.
- The mediator keeps all discussions confidential. He/she can hold separate meetings with the setting's personnel (setting's manager and Chair of the management committee) and the parent, if this is decided to be helpful. The mediator keeps an agreed written record of any meetings that are held and of any advice he/she gives.

Stage 5

- When the mediator has concluded his/her investigations, a final meeting between the parent, the setting's manager and the Chair of the management committee is held. The purpose of this meeting is to reach a decision on the action to be taken to deal with the complaint. The mediator's advice is used to reach this conclusion. The mediator is present at the meeting if all parties think this will help a decision to be reached.
- A record of this meeting, including the decision on the action to be taken, is made. Everyone present at the meeting signs the record and receives a copy of it. This signed record signifies that the procedure has concluded.

Parents may approach Ofsted directly at any stage of this complaints procedure. In addition, 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 **the Statutory Framework for the Early Years Foundation Stage (2025)**

The telephone number of our Ofsted regional centre are: Ofsted Early Years, 0300 123 1231. These details are displayed on our Preschool's notice board.

If a child appears to be at risk, our Preschool follows the procedures of the Area Child Protection Committee in our local authority.

In these cases, both the parent and Preschool are informed and the Manager works with Ofsted or the Area Child Protection Officer to ensure a proper investigation of the complaint followed by appropriate action.

Records

A record of complaints against our Preschool and/or the children and/or the adults working in our Preschool is kept, including the date, the circumstances of the complaint and how the complaint was managed.

This Policy was reviewed at a Management Meeting held on 1st September 2025



.....
Mrs Victoria Relle – Chairman of Brenchley Preschool

Complaints Summary Record

Summary Record - Period of Time					
Type of Incident	Ref	Total Number	Brief explanation of each incident	Report to whom (if applicable)	Full report in child's file Y/N