Version: 2

**Complaints Procedure**

Introduction

Reepham Pre-school recognises that sometimes parents and other people with an interest in childcare have complaints or concerns about the quality of a registered childcare service. The staff and Management Committee of Reepham Pre-school believes that children and parents are entitled to expect courtesy and prompt careful attention to their needs and wishes. We understand the need of discretion when working with children and if parents and carers would rather not talk in front of their child we can arrange a more convenient time or place to discuss matters. Reepham Pre-school welcomes suggestions on how to improve and will give prompt and serious attention to any concerns about the running of our pre-school. We anticipate that the majority of concerns will be resolved quickly and informally. However, in the unusual event that this is not the case we have a set procedure for dealing with complaints and concerns. The Manager/Chairperson of the Management Committee is responsible for dealing with all concerns and complaints.

Aims

* To clarify the procedures to be taken regarding any complaints or concerns about our setting.

Procedures

The complaints procedure and details below will be displayed within the setting. Reepham Pre-school aims to achieve a satisfactory conclusion of all concerns and complaints by following the stages below:-

**Stage 1**

* Any parent/carer who has a concern about any aspect of the setting is encouraged to discuss this with the child’s key worker or Manager.
* Most complaints should be resolved amicably and informally at this stage.
* The complaint and outcome will be recorded.

**Stage 2**

* If this does not have a satisfactory outcome then the parent/carer will proceed to stage 2 and put the complaint in writing to the Pre-school Manager or if appropriate the Chair of the Management Committee.
* All complaints will be recorded in the complaints log, which is a requirement of the EYFS.
* The Manager/Chair will investigate the complaint and record a detailed account of how the complaint is resolved.
* The setting will formally acknowledge the complaint with 5 working days.
* When the complaint has been investigated the Manager/Chairperson will notify the complainant of the outcome with 28 days of having received the complaint.

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**Stage 3**

* If the parent/carer is not satisfied with the outcome of the investigation he/she should request a meeting with the Manager/Chairperson.
* The complaint will be discussed and a written record of the discussion and agreed decisions or actions made.
* All parties present at the meeting will sign and date the written record and receive a copy. The record will be stored in the complaints log.
* The signed record signifies that the procedure has concluded.

**Stage 4**

* Should the matter remain unresolved, OFSTED can be contacted at the following address:

**The National Business Unit**

**Ofsted**

**Picadilly Gate**

 **Manchester**

 **M1 2WD Tel: 0300 123 1231**

 **enquiries@ofsted.gov.uk**

Records

All complaints are logged, along with the outcome and any action taken. Written records of complaints against our pre-school and/or the adults working in our pre-school are kept, including the date, the circumstances of the complaint and how the complaint was managed. This record will be kept for a period of 3 years and is available for parents and Ofsted inspectors on request. (Regard to the confidentiality policy when sharing complaints information with parents should be given).

Links with Other Agencies.

Parents may approach Ofsted directly at any stage of this complaints procedure. In addition, where it is deemed that there is a breach of the setting’s registration requirements, it is essential to involved Ofsted, as the registering and inspection body, who has a duty to ensure the EYFS requirements are met.

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If a child appears to be at risk the setting will follow the procedure of the Local Safeguarding Children’s Board. In these cases the setting Manager/Chairperson will work with Ofsted and/or the Local Safeguarding Children’s Board to ensure investigation of the complaint, followed by appropriate action.

Relevant Other Policies

Confidentiality

Safeguarding Children

This policy has been adopted by Reepham Pre-school.

Signed on behalf of the setting by:

...................................................................................Committee

...................................................................................Manager

Date:.............................................................

Review Date:................................................

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