

## **Complaints, Concerns and Compliments Policy**

We aim to provide the highest quality learning environment which is safe and secure for all of our children. We offer an inclusive setting, adapting to each individual child and their family's needs where possible. Our pre-school's warm and welcoming ethos allows all children to learn and develop through free-play and planned activities, whilst growing in self-confidence and independence throughout. We maintain an open-door policy to encourage and develop a positive communication and partnership with parents and carers

All parents are informed of the complaint procedure, the email address and telephone numbers of the Chair of Governors and OFSTED are displayed on the notice boards.

- Chair of Governors Alok Agarwal 01306631888 [alok@3rdsectorit.co.uk](mailto:alok@3rdsectorit.co.uk)
- OFSTED Piccadilly Gate Store Street Manchester M1 2WD 0300 123 12

We believe that most complaints are made constructively and can be resolved at an early stage. We also believe that it is in the best interests of the pre-school and parents/carers that complaints should be taken seriously and dealt with promptly, fairly and in a way, which respects confidentiality.

We believe that 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 and the community generally and we welcome suggestions on how to improve our setting at any time. Many concerns can be resolved quickly by an informal approach to the appropriate member of staff or management.

We respect parents/carers right to bring their complaints or concerns to our attention. However, this must be done in an appropriate way. We will not tolerate any intimidating or threatening behaviour towards our staff. If staff feel that they are being threatened, intimidated or harassed then parents/carers may be excluded from the school site.

If the desired outcome is not achieved, the following complain procedure must be used:

### **Complaint procedure: initial stage**

- A parent/carer who is uneasy about any aspect of the group's provision should first of all talk over any worries and anxieties with the Manager.
- If this does not have a satisfactory outcome within 14 days, or if the problem reoccurs, the parent/carer should put their concerns or complaint in writing to the Manager and Chair of Governors.
- The next stage is to request a meeting with the Manager and the Chair of Governors. Both parents/carers and the Manager may have a friend or partner present if required and an agreed written record of the discussion should be made and signed by all present.
- Any complaints made about the pre-school not fulfilling their requirements of the EYFS should be recorded in writing and the complainant should receive a written response within 28 days. This is the responsibility of the Manager.
- Any complaints made about the pre-school not fulfilling their safeguarding requirements should be recorded in writing and the complainant should receive a response within 28 days. This is the responsibility of the Designated Safeguarding Lead (DSL). If the complaint is relating to an allegation of abuse/neglect by a staff member than the
- DSL must contact the LADO and Ofsted.
- Any complaints/concerns that have possible child protection implications pre-school will be reported to Surrey Children's Single Point of Access (C-SPA) for guidance.

- Any complaints regarding the pre-school management should be directed to the Headteacher or Chair of Governors.
- All complaints/concerns will be recorded in the pre-school's complaints/concerns file and stored in a locked cupboard. These files will be reviewed regularly to ascertain the effectiveness of our procedures. These will be made available to Ofsted upon request.
- Most complaints should be resolved informally or at this initial stage.

### **Complaint procedure with mediators involved**

- If the matter is still not resolved to the parent/carer's satisfaction, the parent should again contact the Chair of Governors. At this point, if the parent/carer and 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 taken so far and suggest further ways in which it might be resolved.
- The mediator will keep all discussion confidential. They will meet with the pre-school and parent/carer's if requested and will keep an agreed written record of any meetings that are held and of any advice they have given.
- The involvement of a mediator represents the final stage in the complains procedure.

### **The role of Ofsted**

In some circumstances, it will be necessary to contact Ofsted, who have a duty to ensure laid down requirements are adhered to. Ofsted would become 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 pre-school would be informed and the C-SPA (Children's single point of access) would work with the registering body OFSTED to ensure a proper investigation of the complaint followed by appropriate action.

### **Compliments & suggestions & feedback**

We have a suggestion, compliment and complaint box for parents/carers and children to use located by the front door. An annual questionnaire to parents is also sent in January to give an opportunity for feedback which will be shared in our newsletter and website.

Pre-school staff are always grateful to hear your compliments and suggestions about the care and education your children receive so it can be acknowledged.