



COMPLAINTS POLICY

Version date: April 2024

Review date: April 2027

Policy Statement

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 setting and will give prompt and serious attention to any concerns about the running of the setting. We anticipate that most concerns will be resolved quickly, by an informal approach with the appropriate member of staff. If this does not achieve the desired result, we have procedures in place for dealing with concerns. We aim to bring all concerns about the running of our setting to a satisfactory conclusion for all the parties involved.

We are committed to an open-door policy and welcome comments about our nursery. Please feel free to speak to the Preschool Manager or the Business Manager on 01603 211445 at any time. Our Complaints Policy is issued to all families as part of the registration process. It is also available on our website or upon request.

Where families are not satisfied that their child is receiving the free entitlement in the correct way (as set out in the funding agreement and in Early Education and Childcare Statutory guidance for local authorities), a complaint can be made directly to our Preschool Manager.

The Local Authority will intervene where the complaint refers to Early Education and the funding entitlement offer is not compliant with legislation, other published statutory guidance and government advice. The Local Authority will not intervene where parents choose to purchase additional hours of provision or additional services providing that this does not affect the parent's ability to take up their child's funded place.

All settings 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.

There are 3 stages to making a complaint.

Stage 1

Any parent who has a concern about an aspect of our setting's provision should discuss their concerns with our Preschool Manager in the first instance. Most complaints should be resolved amicably and informally at this stage. We record the issue and how it was resolved in the child's file.

Stage 2

If this does not have a satisfactory outcome, or if the problem recurs, the parent moves to this stage of the procedure by putting the concerns in writing within 7 days to the Business Manager. For parents who are not comfortable with making written complaints, there is a template form for recording complaints which may be completed by a member of the management team and signed by the parent.

The Business Manager and Chair of the Management Committee (or in the absence of the Chair another representative from the Committee) will undertake an investigation into the complaint and will meet with the parent to discuss the outcome. We inform parents of the outcome of the investigation within 28 working days of them making the complaint. When the complaint is resolved at this stage, all parties will sign the Complaint Investigation Record, which is made available to Ofsted on request.

Stage 3

If the parent is not satisfied with the outcome of the investigation, you can make an official complaint to Ofsted. Any serious safeguarding concerns should always be referred to Ofsted. Please be aware Ofsted will not investigate complaints regarding finances or contractual issues.

Parents may approach Ofsted directly at any stage of the complaints procedure. In addition, where there seems to be a possible breach of the setting's registration requirements, it is essential to involve Ofsted as the registering and inspection body with a duty to ensure the Safeguarding and Welfare Requirements of the Early Years Foundation Stage are adhered to.

Parents can complain to Ofsted by telephone or in writing at:

Ofsted, Piccadilly Gate, Store Street, Manchester M1 2WD

Tel: 0300 123 1231

Email: enquiries@ofsted.gov.uk

These details are also displayed on our classroom noticeboards.

If a child appears to be at risk, we follow the procedures of the Local Safeguarding Children Board. In these cases, both the parent and our setting are informed and our Management Team will work with Ofsted or the Local Safeguarding Children Board to ensure a proper investigation of the complaint, followed by appropriate action.

Records

A record of complaints in relation to our setting is kept for at least three years in accordance with GDPR; including the date, the circumstances of the complaint and how the complaint was managed. We store all information relating to written complaints from parents in the child's personal file. However, if the complaint involves a detailed investigation, the manager may wish to store all information relating to the investigation in a separate file designated for this complaint.

If a parent has a concern about how personal information is handled, if it is wrong, lost or shared without consent, please refer to our GDPR policy or further guidance can be found at the Information Commissioners Office website <https://ico.org.uk>

Links to other Snowy's Policies and Procedures

GDPR Policy

Safeguarding and Child Protection Policy

Legal Reference and Context Including Web Links

Pre-school Learning Alliance Complaints Investigation Record (2012)

Information Commissioners Office - <https://ico.org.uk>