



# LEADING STRINGS PRE-SCHOOL

## Complaints Policy

### Legislation

Equality Act 2010

Human Rights Act 1998

Data Protection Act 1998

Working Together to Safeguard Children 2015

EYFS 2017

### **Policy statement**

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

### **Aim**

We aim to work close in partnership with all parents and carers, to ensure we meet the needs of all children. We believe that children, parents, staff and visitors should all be treated with equal respect.

We welcome all suggestions on how to improve our setting and will ensure all concerns, suggestions or complaints regarding our staff or care the children are receiving are promptly addressed. We have a 'Parent/Carer feedback' book in the lobby, for families or visitors to share their thoughts/opinions/issues in (anonymously if they wish).

We aim to resolve any complaint to a satisfactory level for all involved. All complaints are taken seriously and looked at objectively. We aim to provide the complaint with a written account of our findings and of any action taken as a result within 28 days from the date the complaint was received. All complaints must be put in writing or email. Ofsted will be notified of more serious complaints as soon as possible, always within the 14 days requirement.

### Stage 1

Parents/carers who have concerns about an aspect of the setting may discuss issues, worries and anxieties with the manager or key worker at any time, please be aware that the manager or key worker may require an appointment due to work constraints. However, we will endeavour to arrange this meeting as soon as possible.

If issues are related to a member of staff, the manager will have an informal meeting with the staff member/s involved. If this does not achieve a satisfactory outcome or if the issue reoccurs, Stage 2 will be implemented.

If possible, we strive to resolve complaints/issues at Stage 1.

### Stage 2

A meeting will be set up between the manager, the complainant and staff member/s involved. The complainant and staff member may bring a representative of their choice with them for support if required. A written record of the discussion will be made, and all parties present at the meeting will be requested to read and sign the record and each person will receive a copy. This record will include agreed actions, next steps and time scales that must be implemented, for a satisfactory outcome.

### Stage 3

If at the Stage 2 meeting the parent/carer and manager cannot reach an agreement; a further meeting will take place between management. The purpose of this meeting is to reach a final decision on the action to be taken to resolve the complaint.

A record of this meeting, including the decision on the action to be taken, will be made. All parties present will be requested to read and sign the record and they will each receive a copy. This signed record signifies that the procedure has concluded.

**If we believe a child may be or has been at risk, the LADO will be contacted immediately and correct procedure followed.**

Parents/carers may contact Ofsted directly at any stage of their complaint. Complaints can be made to:

**Ofsted National Business Unit**

**Piccadilly Gate**

**Store Street**

**Manchester, M1 2WD**

Email: [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)

Telephone: 0300 123 1231

Minicom/TTD: 0161 618 8524

Monday to Friday, 8am to 6pm

Website: <https://www.gov.uk/complain-about-school>

Details are displayed on our parent/carer notice board.

In these cases, the parent/carer and the setting are informed and the manager will work with Ofsted or a safeguarding officer will be allocated to ensure a full investigation of the complaint is followed and appropriate action implemented.

#### Records

All records of complaints against our setting are kept, which includes the date, the circumstances of the complaints outcomes.

All complaints must be kept for 3 years; in a secure and confidential file.

Parents/carers and Ofsted may request a summary record of complaints, any action taken, and the outcome.

Date.....

Signed .....

Name.....

Signed.....

Name.....

Date reviewed.....

