



## COMPLAINTS PROCEDURE

Worstead Pre-school believes children, parents and carers are entitled to expect courtesy and prompt, careful attention to their needs and wishes. Our intention is to work in partnership with parents, carers and the community generally and we welcome suggestions on how to improve our pre-school group at any time.

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. We are required to keep a 'summary log' of all complaints that reach stage two or beyond. This is to be made available to parents and carers as well as to Ofsted inspectors.

### Making a Complaint

#### Stage 1

- Any person who has a concern about an aspect of our provision should first of all talk over any concerns with the pre-school manager.
- Most complaints should be resolved amicably and informally at this stage.

#### Stage 2

- If this does not have a satisfactory outcome, or if the problem recurs, the concerned person moves to this stage of the procedure by putting the concerns or complaint in writing to the pre-school manager and the chair of the management committee.
- The setting stores written complaints from parents and carers in the child's personal file. Complaints from other sources are stored separately and securely. However, if the complaint involves a detailed investigation, the pre-school manager may wish to store all information relating to the investigation in a separate file designated for this complaint.
- The investigation will involve two committee members.
- When the investigation into the complaint is completed, the pre-school manager meets with the complainant to discuss the outcome. If the complaint is against the pre-school manager, then the chairperson/nominated committee members will meet with the complainant to discuss the outcome.
- The complainant must be informed of the outcome of the investigation within 28 days of making the complaint. This will be confirmed in writing.

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- When the complaint is resolved at this stage, the summative points are logged in the Complaints Summary Record.

### Stage 3

- If the complainant is not satisfied with the outcome of the investigation, he or she requests a meeting with the pre-school manager and the chair of the management committee. The complainant should have a friend or partner present if required and the pre-school manager should have the support of the chairperson of the management committee.
- 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 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 summative points are logged in the Complaints Summary Record.

### Stage 4

- If, at the stage 3 meeting, the person 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 with the Pre-school Learning Alliance, are appropriate persons to be invited to act as mediators.
- The mediator keeps all discussions confidential. She/he can hold separate meetings with the setting personnel (Pre-school manager and chair of the management committee) and the complainant, if it is decided this is helpful. The mediator keeps an agreed written record of any meetings that are held and of any advice she/he has given.

### Stage 5

- When the mediator has concluded her/his investigations, a final meeting between the complainant, the Pre-school manager and the chair of the 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.

The role of Ofsted, the Local Safeguarding Children Board and the Information Commissioners Office (ICO)



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- Parents/carers and other interested parties may approach the Regulating Body (OfSTED – Office for Standards in Education, Early Years Directorate) directly at any stage of this complaint's procedure. In addition, where there seems to be a possible breach of our registration requirements, it is essential to involve OfSTED as the registering inspection body with a duty to ensure the Welfare Requirements of the Early Years Foundation Stage are adhered to.
- The contact details of OfSTED with regard to a complaint is: OfSTED Tel: 0300 123 4666 e-mail: [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)
- These details are displayed on our Pre-school notice board.

If a child appears to be at risk, our Pre-school follows Safeguarding and Child Protection Procedures.

- In these cases, both the complainant and Pre-school are informed and the Pre-school manager works with OfSTED and Safeguarding and Child Protection to ensure a proper investigation of the complaint followed by appropriate action.
- The Information Commissioner's Office (ICO) can be contacted if you have made a complaint about the way your data is being handled and remain dissatisfied after raising your concern with us. For further information about how we handle your data, please refer to the Privacy Notice given to you when you registered your child at our setting.
- The ICO can be contacted at Information Commissioner's Office on Tel: 0303 123 111 or email [casework@ico.org.uk](mailto:casework@ico.org.uk) or visit their website [ico.org.uk](http://ico.org.uk)
- A record of complaints against our Pre-school and/or the children and/or the adults working in our Pre-school is kept for at least 3 years, including the date, the circumstances of the complaint and how the complaint was managed.
- The outcome of all complaints is recorded in the summary complaints record which is available for parents and Ofsted inspectors on request.

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Name:	Clare Gwilliam
Position:	Pre-school Manager
Signed	
Name:	Alicia Grix
Position	Committee Chair
Signed	
Date:	1 <sup>st</sup> September 2025
Date for Review:	31 <sup>st</sup> August 2026

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