



Complaints

March 2024

At Elsworth Pre-School we believe that parents are entitled to expect courtesy and prompt, careful attention to their individual needs and wishes. We hope that parents/carers are happy with the service provided and we encourage parents/carers to voice their appreciation to the staff concerned. We record all compliments and share these with staff.

We welcome any suggestions from parents/carers on how we can improve our services and will give prompt and serious attention to any concerns that parents may have. Any concerns will be dealt with professionally and promptly to ensure that any issues arising from them are handled effectively and to ensure the welfare of all children, enable ongoing cooperative partnership with parents/carers and to continually improve the quality of the pre-school.

We have a formal procedure for dealing with complaints where we are not able to resolve a concern. Where any concern or complaint relates to child protection, we follow our Safeguarding/Child Protection Policy.

Stage 1

If any parent/carer should have cause for concern or any queries regarding the care or early learning provided by the pre-school, they should in the first instance discuss it with the child's key person or a senior member of staff.

Stage 2

If the issue remains unresolved or parents/carers feel they have received an unsatisfactory outcome, then they must present their concerns in writing to the Pre-School Manager. The manager will inform the committee that a complaint has been raised, then investigate and report back to the parent/carer within five working days their findings. The manager will fully document the complaint and the actions taken in relation to it. (Most complaints are usually resolved informally at stage 1 or 2.)

Stage 3

If the matter is still not resolved, the pre-school will hold a formal meeting between the manager, parent/carer, and the chairperson of the committee to ensure that it is dealt with comprehensively. The pre-school will make a record of the meeting and document any actions. All parties present at the meeting will review the accuracy of the record and to sign it and will receive a copy. This will signify the conclusion of the procedure.

If the matter cannot be resolved to their satisfaction, then parents/carers have the right to raise the matter with Ofsted. Parents/carers are made aware that they can contact Ofsted at any time they have a concern, including at all stages of the complaint procedure, and are given information on how to contact Ofsted. Ofsted is the registering



authority for early years settings in England and investigates all complaints that suggest a provider may not be meeting the requirements of the pre-school's registration. It risks assesses all complaints made and may visit the pre-school to carry out a full inspection where it believes requirements are not met.

A record of complaints will be kept in the pre-school. The record will include the name of the complainant, the nature of the complaint, date and time complaint received, action(s) taken, result of any investigations and any information given to the complainant including a dated response.

Parents/carers will be able to access this record if they wish; however, all personal details relating to any complaint will be stored confidentially and will be only accessible by the parties involved. Ofsted inspectors will have access to this record at any time during visits to ensure actions have been met appropriately.

Contact details for Ofsted: Email: enquiries@ofsted.gov.uk, Telephone: 0300 123 1231 , Post: Ofsted, Piccadilly Gate, 78 Store Street, Manchester, M1 2WD.

Parents/carers will also be informed if the pre-school becomes aware that they are going to be inspected, and after inspection, the pre-school will provide a copy of the report to parents and/or carers of children attending on a regular basis.

Adopted on:	18 th March 2024
Adopted by:	Sophie Mills, Interim Pre-School Manager Hannah Holland, Chair of Trustees
Next Review Date:	18 th March 2025