



## **COMPLAINTS POLICY**

### **Statement of Intent**

We aim to provide the highest quality education and care for all our children and offer a welcome to each individual child and family as well as providing a warm and caring environment within which all children can learn and develop as they play.

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 to the appropriate member of staff. However, if this does not achieve the desired result, we have a set of procedures for dealing with complaints.

### **Aim**

We aim to bring all complaints about the running of our setting to a satisfactory conclusion for all parties involved through clear and respectful communication. By providing transparent steps for raising issues, we aim to help you feel heard and supported. We value clear communication and want your feedback to make a difference. With a shared commitment, we hope most issues can be resolved quickly and positively.

### **Method**

To achieve this, we keep a 'summary log' of all complaints received and this is made available to Ofsted inspectors during an Inspection or to Ofsted during a regulatory call. Complaints are logged on a Complaint Form in accordance with the Welfare Requirements of the EYFS and kept within a complaints folder. The Pre-school has separate policies for allegations relating to serious harm to a child caused by a member of staff, volunteer or outside professional. These are detailed in our Child Protection and Whistleblowing Policies which are available on our Website.

### **MAKING A COMPLAINT:**

- If a parent/carer is unhappy about any aspect of their child's care, or how they have been treated, this should be discussed with the child's key person. The key person will listen to the parent/carer and acknowledge what they are unhappy about. The key person will offer an explanation and an apology if appropriate. The issue and how it was resolved is recorded in the child's file and a Complaints Form. This form will also make clear what the issue being raised relates to.
- If the parent/carer is not happy with the key person's response or wishes to complain about the key person or any other member of staff, they will be directed to the Setting Manager. Some parents/carers will want to make a written complaint, whilst

others may prefer to make it verbally in which case the Setting Manager writes down the key issues of the Complaint using the Complaints Form.

- The Setting Manager will investigate the complaint and provide time to feedback to the parent/carer within 28 days. A confidential written report of the investigation and subsequent outcomes is held in our Complaints Folder.
- If a parent/carer is still not satisfied, or if the complaint is about the Setting Manager, parents can forward their complaint verbally or in writing to a Trustee of the Charitable Incorporated Organisation for further investigation. The Charitable Incorporated Organisation will respond to the parent/carer within a further 14 day period.
- At any stage of the complaints procedure, if the complainant believes that the matter has not been resolved, and there has been a breach of the Early Years Foundation Stage requirements, they are entitled to make a complaint to Ofsted who are the registering and inspection body with a duty to ensure the welfare requirements of the Early Years Statutory Framework are followed.

The address and telephone number of our Ofsted Regional Centre are:

Ofsted  
Piccadilly Gate  
Store Street  
Manchester  
M1 2WD

Tel No: 0300 123 4666  
Website: [www.ofsted.gov.uk](http://www.ofsted.gov.uk)

South West Child Protection Procedures  
[www.swcpp.org.uk](http://www.swcpp.org.uk)

Social Care No.s:  
Enquiries 0300 1234 101  
Multi-Agency Referral Unit 0300 1231 116  
Out of Hours No. 01208 251300

- These details are also displayed on the setting's Notice Board. Our Ofsted Unique Reference Number is EY547181.
- If a child appears to be at risk, our setting follows the procedures of the South West Protection Procedures as set by the Our Safeguarding Children Partnership for Cornwall and the Isles of Scilly.
- In these cases, both the parent and setting are informed. Ofsted or the Our Safeguarding Children Partnership for Cornwall and the Isles of Scilly will then ensure that a proper investigation of the Complaint is carried out. The Setting Manager will assist in any complaint investigation, as well as in producing documentation that records the steps that were taken in response to the original complaint.

Tensions can run high when you are concerned about your child and some approaches are detrimental to a shared commitment in supporting children's education.

- Using social media to share a complaint can be harmful to those involved and will not lead to a quicker resolution.
- Only use AI with caution, as it does not always get it right when citing laws and can make a complaint more complex than necessary.
- Your complaint should be specific to you and your child and should not include other parents' views as these should be addressed directly to the setting by those parents.

- Abusive and aggressive behaviour will not be tolerated by the pre-school. Having a good relationship with the setting is important and benefits all to move on after a complaint is resolved.

### **Records**

- A record of complaints against our setting and/or the children and/or the adults working in our setting is kept, including the date, the circumstances of the complaint and how the complaint was managed.
- The outcome of all complaints is recorded in the Complaints Form held within the Complaints Folder which is available to Ofsted Inspectors on request.

**This policy was adopted by Threemilestone Pre-school CIO**

Signed for and behalf of the Pre-school

Trustee ..... (Sarah Wallis)