

Severn Beach Preschool

Complaints Procedure

Our setting believes 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 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 aim to bring all concerns about the running of our setting to a satisfactory conclusion for all of the parties involved.

Procedures:

Making a complaint

Stage 1

- Any parent/carer/visitor who has a concern about an aspect of the setting's provision in the first instance talks over his/her concerns with the setting manager or a member of staff they feel comfortable talking to.
- Most concerns or 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 complainant may put the concerns or complaint in writing to the setting manager and the chair of the preschool committee.
- All written complaints will be investigated by the Manager and the Committee. If this is not appropriate then the committee will decide who is best placed to deal with an individual complaint, for instance, if the complaint is about the manager.
- The complainant will be invited in to discuss their concerns face to face, they may wish to bring a family member or friend with them. This meeting would be minuted.
- When the investigation into the complaint is completed, the setting manager or whoever dealt with the complaint 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.
- When the complaint is resolved at this stage, the complaint is kept on record to show Ofsted for 3 years.
- Parents may approach Ofsted directly at any stage of this 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 Welfare Requirements of the Early Years Foundation Stage are adhered to.

- The number to call Ofsted with regard to a complaint is:

03001231231

- **Ofsted Address:**

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

- These details are displayed on our settings notice board.
- If a child appears to be at risk within the setting parent's/carer's/staff members must follow our child protection procedure regarding allegations against staff, anyone may call the Access and Response Team (01454 86600) for advice and guidance at this point.

In these cases, both the parent and the setting are informed and the setting manager works with Ofsted or the Local Safeguarding Partnership to ensure a proper investigation of the complaint, followed by appropriate action.