



# The Goslings Preschool

Registered Charity No. 1209514

## Complaints Policy/Procedure

### Policy Statement

The Goslings believes that children and parents are entitled to expect courtesy, kindness and prompt, careful attention to their needs and wishes. We welcome any suggestions on how to improve our preschool and will give prompt and serious attention to any concerns regarding the running of the preschool. We anticipate that most concerns will be resolved quickly using an informal approach. If this does not achieve the desired result, we have a set of procedures for dealing with concerns.

### Aim

We aim to bring all concerns about the running of our preschool to a satisfactory conclusion for all of the parties involved. To achieve this, we operate the following complaints procedure.

### Procedure

#### **STAGE 1**

1. Any parent who has a concern about an aspect of our preschool should firstly talk about their concerns/anxieties with the child's key person, Preschool Manager or Deputy Manager. Most complaints should be resolved amicably and informally at this stage. We will record the concern, and how it was resolved, in the child's file. If this does not have a satisfactory outcome, or if the problem recurs, the parent should move to Stage 2 of the procedure.

#### **STAGE 2**

1. The concerns or complaint should be made in writing to the Preschool Manager and the Chairperson of the management committee. The complaint will be discussed at the next committee meeting, or an extraordinary committee meeting will be held, if necessary, as soon as possible following the complaint. The preschool (Chairperson and Preschool Manager) will respond in writing, within 28 days of receipt.
2. All written complaints from a parent will be stored in their child's personal file. However, if the complaint involves a detailed investigation, the Preschool Manager may wish to store all information relating to the investigation in a separate file, designated for the complaint.
3. When the investigation into the complaint has been completed, the Preschool Manager and the Chairperson will meet with the parent(s) to discuss the outcome.
4. When the complaint is resolved at this stage, the summative points are logged in our Complaints Summary Record, which is made available to Ofsted should they request it. Most complaints should be able to be resolved at stage 1 or stage 2.

#### **STAGE 3**

1. If the parent is not satisfied with the outcome of the investigation, they must request a meeting with the Preschool Manager and the Chairperson. The parent may have a friend or partner present if required.
2. 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 must sign the record and receive a copy of it.

3. This signed record signifies that the procedure has concluded. When the complaint is resolved at this stage, the summative points are recorded in the Complaints Summary Record.

#### **STAGE 4**

1. If at the stage 3 meeting the parent and preschool 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 within the Preschool Learning Alliance are appropriate persons to be invited to act as mediators.
2. The mediator keeps all discussion confidential. They can hold separate meetings with the preschool personnel and the parent, if this is decided to be helpful. The mediator keeps an agreed written record of any meetings that are held and of any advice they give.

#### **STAGE 5**

1. When the mediator has concluded their investigations, a final meeting between the parent, the Preschool Manager and the Chairperson 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 that this will help a decision to be reached.
2. 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 the Office for Standards in Education, Children's Services and Skills (Ofsted), the Local Safeguarding Children's Board and the Information Commissioners Office (ICO)**

Ofsted regulate the preschool and we are subject to regular Ofsted inspections to ensure that we comply with the regulations required.

Parents may approach Ofsted directly at any stage of our 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 whose duty it is to ensure that the safeguarding and welfare requirements of the Early Years Foundation Stage are adhered to.

Parents can contact Ofsted by telephone or in writing, as follows:

Ofsted  
Piccadilly Gate  
Store Street  
Manchester  
M1 2WD

Telephone: 0300 123 1231

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

Website: [www.ofsted.gov.uk](http://www.ofsted.gov.uk)

These details are displayed on the preschool's notice board.

If a child appears to be at risk, our preschool follows the procedures of the Local Safeguarding Children Board. In these cases, both the parent and the Preschool Manager (or Deputy Manager) work with Ofsted or the Local Safeguarding Children Board 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 preschool.

The ICO can be contacted at:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Website: [ico.org.uk](https://ico.org.uk)

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

### **Records**

A record of complaints in relation to our preschool, and/or the children and/or the adults working in our preschool, is kept for at least three years, including the date, the circumstances of the complaint and how the complaint was managed.

The outcome of all complaints is recorded in our Complaint Summary Record, which is available for parents and Ofsted inspectors to review on request.

*This Policy has been reviewed and agreed by The Goslings Management Team and Parental Committee.*