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|----------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Title:                                       | <b>COMPLAINTS POLICY &amp; PROCEDURE</b>                                                                                                                                                   |
| Outcome Statement:                           | We believe children and parents are entitled to expect courtesy and prompt careful attention to their needs and wishes and we welcome suggestions on how to improve our group at any time. |
| To meet the standards as part of:            | Early Years Learning Alliance.<br>Ofsted Day Care and Childminding<br>National Standards                                                                                                   |
| Applicable to &<br>For use by:               | All members of the pre-school setting; Staff, Committee Members, Volunteers, Parents / Carers                                                                                              |
| Appendices:                                  |                                                                                                                                                                                            |
| Last reviewed:                               | February 2026                                                                                                                                                                              |
| Reviewed by:                                 | Hainford & Frettenham Pre-school Supervisor / Chairperson                                                                                                                                  |
| Date of Committee Meeting policy adopted at: |                                                                                                                                                                                            |
| Chairperson Name and Signature:              |                                                                                                                                                                                            |
| Review Date:                                 | February 2028                                                                                                                                                                              |

## **COMPLAINTS POLICY & PROCEDURE**

We believe children and parents are entitled to expect courtesy and prompt careful attention to their needs and wishes and we welcome suggestions on how to improve our group at any time.

Our complaints policy is issued to all families as part of the registration process. It is available on the settings website and in the policies file.

We believe that most complaints are made constructively and can be sorted out at an early stage. We also feel that it is in the best interests of our pre-school and parents that complaints should be taken seriously and dealt with fairly in a way which respects confidentiality; therefore individuals will not be named on written records.

A parent who is uneasy about any aspect of the group's provision should:-

- First of all, talk over any worries and anxieties with their child's allocated Keyperson or the pre-school manager.
- If this does not have a satisfactory outcome within 10 working days, or if the problem recurs, the parent should put the concerns or complaint in writing and request a formal meeting together with the Senior Manager and the committee Chairperson. Meetings that take place must have two parties in attendance i.e for the setting, the Pre-school Manager and Chairperson, for the parent or carer making the complaint, a partner or friend. An agreed written record of the discussion should be made and signed by both parties. All discussions will be confidential. Most complaints should be resolved by this stage.
- As it is an Ofsted requirement, a Complaints Record is kept which contains all written complaints. Complaints relating to welfare requirements should be made available to both parents and Ofsted. Guidance information is available to support staff to complete this record.
- If the matter is still not sorted out to the parent's satisfaction, the parent should again contact the committee Chairperson. At this stage it would be appropriate to invite an external mediator who is acceptable to both parties to listen to both sides and offer advice. Staff or volunteers from the Early Years Alliance are available to act as mediators if both parties wish it. The mediator will help define the problem, review the action so far and suggest further ways in which it might be resolved. All discussions will be confidential.
- Parents, carers and/or staff can contact OFSTED at any time during the complaints process should they so wish at the address and contact number as below.

In some circumstances it could be necessary to bring in the OFSTED registration and inspection unit, who have a duty to ensure laid down requirements are adhered to. The registering authority would be involved if a child appeared to be at risk or where there seemed to be a possible breach of registration requirements. In these cases, both parent and pre-school would be informed.

Where parents/carers are not satisfied that their child is receiving the free entitlement in the correct way a complaint can be submitted directly in writing to Louisa Coleman (Manager- [hainfordpre-school1@gmail.com](mailto:hainfordpre-school1@gmail.com)) or the committee chairperson ([chairpersonhainfordpreschool@gmail.com](mailto:chairpersonhainfordpreschool@gmail.com)).

Written complaints relating to the requirements specified in the EYFS will be investigated and the complainant will be notified of the outcome of the investigation within 28 days. Records of written complaints will be kept for a minimum of three years.

*The role of the Office for Standards in Education, Children's Services and Skills (Ofsted) and the Local Safeguarding Children Board and the Information Commissioner's Office*

- 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.

- To contact Ofsted with regard to a complaint write or telephone:

The National Complaints Team  
Ofsted National Business Unit  
Piccadilly Gate  
Store Street  
Manchester M1 2WD

Telephone: 0300 123 4666

- These details are displayed on our setting's notice board.
- If a child appears to be at risk, our setting follows the procedures of the Local Safeguarding Children Board in our local authority.
- In these cases, both the parent and setting are informed and the manager works 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 our Privacy Notice given to you when you registered your child with us.
- To contact the ICO with regard to a complaint write to:  
Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Or visit <https://ico.org.uk/>

#### Government Funding Complaints

- Where parents/carers are not satisfied that their child is receiving the free entitlement in the correct way (as set out in the funding agreement and in Early Education and Childcare Statutory guidance for local authorities), a complaint can be submitted directly to Rosey Halvey, Pre-School Manager, as listed above.