



Concerns Compliments and Complaints Policy

With regard to Section 3 (3.75 – 3.76) of the Safeguarding and welfare requirements 2023

Chipstead Pre School aims to provide a high-quality service that is a safe, stimulating, and consistent, for all children and their families.

Whilst we endeavour to make our provision accessible and acceptable to all, there may be instances when we do not meet these needs.

We welcome any suggestions about how we may improve the setting and take any complaints and concerns seriously. Parents are regularly asked to fill in feedback forms and if any concerns or suggestions are raised, these will be addressed and responded to within 28 days. The feedback forms are shared with all members of staff, so they are made aware of parent's comments and compliments. Once these have been dealt with they are filed within the Ofsted folder so they can be shared during an inspection.

If any parent / carer should have cause of concern they should in the first instance raise their concerns with the Pre School Supervisor **Liz Sheldon**, or in her absence the Deputy **Claudia Bardetti**¹, if the concern refers to the supervisor the chair person should be contacted, the chair person is ²**Katie Burrows Email: wloskatie@gmail.com**, Written records of complaints, any action taken and the outcome will be kept in the complaints folder and will be retained for three years from the date on which the record was made, a copy will also be kept within the child's file. The Pre School will provide a summary on request of the complaint and outcomes to any parent / carer of a child who we provide childcare for and Ofsted.

¹ Amended 10/19

² Amended 1/23



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Complaints procedure for parents and service users

There is a fair way of dealing with issues as they arise in an informal way, but parents may wish to exercise their right to make a formal complaint. They are informed of the procedure to do this and complaints are responded to in a timely way. The same procedures apply to agencies who may have a grievance or complaint.

Parents

- If a parent is unhappy about any aspect of their child's care or how he/she feels he/she has been treated, this should be discussed with the child's key person. The key person will listen to the parent and acknowledge what he/she is 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 Complaint Investigation Record. The recording will also make clear whether the issue being raised relates to a concern about quality of the service or practice, or a complaint. For allegations relating to serious harm to a child caused by a member of staff or volunteer procedure Allegations against staff, volunteers or agency staff will be followed.
- If the parent is not happy with the key person's response or wishes to complain about the key person or any other member of staff, he/she will be directed to the setting manager. Some parents will want to make a written complaint; others will prefer to make it verbally, in which case the setting manager writes down the main issues of the complaint using the Complaint Investigation Record and keeps it in the child's file.
- The setting manager will investigate the complaint and provide time to feedback to the parent within 28 days. A confidential written report of the investigation is kept in the child's file if the complaint relates directly to a child.
- If the parent is still not satisfied, or if the complaint is about the setting manager, the setting manager is asked to forward their complaint verbally or in writing to the committee who will respond to the parent within a further 14 days.
- If the complainant believes that the matter has not been resolved and there has been a breach of the EYFS requirements they are entitled to make a complaint to Ofsted. The



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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.

- The setting manager ensures that parents know they can complain to Ofsted by telephone or in writing at any time as follows:

Applications, Regulatory and Contact (ARC) Team, Ofsted, Piccadilly Gate, Store Street, Manchester M1 2WD or telephone: 0300 123 1231

Agencies

- If an individual from another agency wishes to make a formal complaint about a member of staff or any practice of the setting, it should be made in writing to the setting manager.
- The complaint is acknowledged in writing within 10 days of receiving it.
- The setting manager investigates the matter and meets with the individual to discuss the matter further within 28 days of the complaint being received.
- An agreement needs to be reached to resolve the matter.
- If agreement is not reached, the complainant may write to the committee, who acknowledges the complaint within 5 days and reports back within 14 days.

Ofsted complaints record

- Legislation requires settings to keep a record of complaints and disclose these to Ofsted at inspection, or if requested by Ofsted at any other time.
- The record of complaints is a summative record only.

A record of complaints will be kept for at least 3 years.

- In all cases where a complaint is upheld a review will be undertaken by the owners/directors/trustees to look for ways to improve practice where it is required.

This procedure is displayed on Parent Notice Board.

Further guidance

[Complaint Investigation Record](#) (Early Years Alliance 2021)

Or Email to: enquiries@ofsted.gov.uk.



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If you would like more information on Ofsted's role as the regulator of childcare, you can visit www.ofsted.gov.uk/early-years-and-childcare

This policy was adopted by	Chipstead Pre-School	<i>(name of provider)</i>
On	<hr/> 24/1/2019	<i>(date)</i>
Date to be reviewed	<hr/> Reviewed / updated 8/2019	<i>(date)</i>
	Reviewed and amended 15/2/21	
	Reviewed and amended 2/1/22	
	Reviewed and amended 5/1/23	
Signed on behalf of the provider	<hr/>	
Name of signatory	<hr/>	
Role of signatory	<hr/>	