

**Ofsted No: 127323**

**Registered charity No: 1088575**

**Complaints Policy**

COMPLAINTS PROCEDURE

The pre-school will give prompt and careful attention to the needs and wishes of families.

Making concerns known

• A parent who is uneasy about any aspect of the pre-school should first of all talk over any worries and anxieties with the pre-school leader.

• If this does not result in a satisfactory outcome within a couple of weeks, or if a problem recurs, the parent should put the concerns or complaint in writing and request a meeting with the pre-school leader and the directors.

We believe that most complaints are made constructively and can be resolved informally  
at an early stage.  Furthermore we believe that it is in the best interests of the pre-school  
and parents that complaints should be taken seriously and dealt with fairly and  
confidentially. Please see the stages below for a more detail.

If a parent ever has cause to believe that their child has been mistreated by a staff  
member, they should inform the manager or a member of the committee immediately. Any such  
concerns will be treated very seriously and the staff member involved will be suspended  
while investigations are carried out.

All complaints will be recorded and placed in the ‘complaints file’, logged on the  
‘Complaints Summary’ and the guidelines set by Ofsted will be followed , ensuring that  
the matter is dealt with, within the stipulated time of 28 days.

The committee are as follows and can be contacted as follows   
Pauline Fitzpatrick: 07988873944

Irene rumens: 07769625050

Ewen Blacker: 01303 252259

Chris Ruddle : 01303252259

The pre-school regulator is OFSTED. To be contacted at:

Applications ,regulatory and contact (ARC )team

Ofsted

Piccadilly gate

Store Street

Manchester

M12WD

TEL : 0300123123

Email [www.ofsted.gov/early-years-and](http://www.ofsted.gov/early-years-and) -childcare

Complaint procedure   
Stage 1  
•  
Any parent who has a concern about an aspect of the setting’s provision should  
first of all talk over their concerns with the pre-school supervisor.  
•  
Most 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 parent  
should put the concerns or complaint in writing to the pre-school manager and  
give a copy of the letter to the committee   
• If the complaint is about the pre-school supervisor, then the committee will deal  
with it.  
• Written complaints from parents are filed in the ‘Complaints ‘folder. A form is  
available for all forms of complaint to be recorded on and all information  
relating to the investigation is stored in a separate file designated for this  
complaint.  
•  
When the investigation into the complaint is completed, the pre-school manager   
(or committee if they have been dealing with the complaint) meets with the parent  
to discuss the outcome.

Parents 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 summary is logged in the  
Complaints Summary Record. The manager should also advise the committee  
that the complaint has been resolved.

Stage 3  
• If the parent is not satisfied with the outcome of the investigation, he or she

Should request a meeting with the preschool manager and a committee member. The   
parent should have a friend or partner present if required and the supervisor  
should have the support of a Director present. Depending on the context of the  
complaint, it may be prudent for the Director to talk to both the parent and the  
staff member separately and then arrange the meeting with all parties to resolve  
the situation.  
•  
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 sign the record  
and receive a copy of it.  
•  
This signed record signifies that the procedure has concluded. When the  
complaint is resolved at this stage, the summative points are logged in the  
Complaints Summary Record.

Stage 4  
•  
If at the stage three 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 Pre-school Learning Alliance are appropriate  
persons to be invited to act as mediators.  
•  
The mediator keeps all discussions confidential. S/he can hold separate meetings  
with the pre-school 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 s/he gives.

Stage 5  
•  
When the mediator has concluded her/his investigations, a final meeting between

the parent, the preschool manager and the committee 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 this will help a decision to be reached.  
• 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 Ofsted  
•  
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 that the Welfare Requirements of the Early Years  
Foundation Stage are adhered to.   Complaints Advice line: 0300 123 1231

• If a child appears to be at risk, we follow our Child Protection Policy  
•  
in these cases, both the parent and setting are informed and the setting leader

Records

Works with Ofsted or the Local Safeguarding Children Board to ensure a proper  
investigation of the complaint, followed by appropriate action.  
•  
A record of complaints against the pre school and/or the children and/or the adults  
working in the pre school is kept, including the date, the circumstances of the  
complaint and how the complaint was managed.  
•  
All settings are required to keep a summary log of all complaints that reach stage  
two or beyond. This is made available to parents as well as to Ofsted inspectors.

**This policy was adopted at the Annual general meeting**

**Of Little A**

**Acorns Pre-school Folkestone**

**Held on ……………………………………………………………………………………………………………………………………….**

**Date to be reviewed ………………………………………………………………………………………………………………..**

**Signed on behalf of the management committee ………………………………………………………...**

**Name of the signatory………………………………………………………………………………………………………………….**

**Role of ………………………………………………………………………………………………………………………………………………..**