



Ladybirds Preschool Complaints Policy (Revised 4th January 2025)

Working in conjunction with the Early Years Foundation Stage Statutory Framework (EYFS).

Quality and Consistency.

A Secure Foundation.

Partnership Working.

Equality of Opportunity.

Unique Child Positive Partnerships Enabling Environment Learning and Developing

Introduction

It is the intention of the Preschool to work in partnership with parents and carers and we will always welcome suggestions for any improvements that can be made to the Preschool. Although the Management Committee and staff of the Preschool work hard to satisfy each individual child's needs and their parents'/carers' expectations, it is recognised that at times parents/carers may feel some concern about an aspect of the provision. All complaints will be taken seriously and dealt with promptly and fairly, in a way that respects confidentiality, and at all times putting the interests of the child first.

Procedures

Should a parent/carer have a complaint, they should approach the Manager in the first instance unless it is concerning the manager. In this instance, the complaint should be made to the Chair of the Management Committee. Any concerns or complaints from parents are written on a complaint form and the outcome is recorded. If, however, this does not bring about a satisfactory outcome, or if the problem recurs, the parent/carer should put the complaint in writing, addressed to the Chair of the Management Committee, requesting a meeting with the Chair and the manager. An agreed accurate written record of the meeting will be kept by the Chair of the Management Committee and all parties will receive a copy of this.

Complaints about the provision for children with a statement of special educational needs can be made to the Special Educational Needs and Disability Tribunal (SENDIST) or to local government ombudsman depending upon the nature of the complaint.

By this stage most complaints should have been resolved satisfactorily and recorded as so. All concerns or complaints must be investigated and complainants informed of the outcome within 28 days. However, if the parent/carer and the Pre-School still cannot reach agreement, Ofsted may be able to help, if the concern is about the requirements set by the Children Act and the Early Years Foundation Stage.

Everyone involved in the discussion and outcome of the complaint will be expected to treat information as confidential and will not discuss the situation with anyone else.

The contact address and telephone number of Ofsted:

The Complaints Manager

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

Email: enquiries@ofsted.gov.uk

Telephone: Monday-Friday: 08:00 – 18:00: 0300 123 1231

Our Unique Reference Number is 145917

Ladybirds Preschool's Complaint's will be made available to Ofsted on request. Records of complaints will be kept for 3 years.

[Making a complaint](#)

Stage 1

- Any parent who has a concern about an aspect of the setting's provision talks over, first of all, his/her concerns with the preschool manager.
- 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 moves to this stage of the procedure by putting the concerns or complaint in writing to the preschool manager and the Chair of the management committee.
- For parents who are not comfortable with making written complaints, there is a template form for recording complaints in the above-mentioned publication; the form may be completed with the manager and signed by the parent.
- The preschool stores written complaints from parents in the 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 this complaint.
- When the investigation into the complaint is completed, the preschool manager 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 summative points are logged in the Complaints Summary Record.

Stage 3

- If the parent is not satisfied with the outcome of the investigation, he or she requests a meeting with the preschool manager/Chair of the management committee. The parent should have a friend or partner present if required and the manager should have the support of the management committee present.
- 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 setting personnel (preschool Manager and owner/chair of the management committee) 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 Chair of the management 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.

Other Related Policies & Procedures

The following policies provide additional information regarding the safeguarding and welfare of the children in our care:

- Anti-bullying Policy
- Children's Records Policy
- Children's Rights & Entitlement Policy
- Committee Policy
- Confidentiality & Client Access Policy
- Diversity & Equality Policy
- Emergency Closure Policy
- Employment & Staffing Policy
- Equal Opportunities Policy
- E-safety Policy
- Fees, Charges & Non Payment Policy
- GDPR Policy
- Grievance Policy
- Information Sharing Policy
- Key Person & Settling In Policy
- Looked After Children Policy
- Managing Children & Staff with Allergies Policy
- Mobile, Camera & Social Media Policy
- No Smoking Policy
- Organisation Policy
- Parent Involvement Policy
- Parents Alcohol & Drug Misuse Policy
- Physical Contact & Handling Policy
- Positive Behaviour Policy
- Prevent & British Values Policy
- Provider Records Policy
- Safeguarding Policy
- Security Policy

- Special Education Needs & Inclusion Policy
- Staff Alcohol & Drugs Misuse Policy
- Staff Behaviour Policy
- Staffing & Volunteers Policy
- Suitable Persons Protection
- Whistleblowing Policy
- Working from Home

January 2025

Review Date: January 2027

This policy will be monitored and evaluated at committee meetings. It will be reviewed bi-annually and unless new legislation or an incident occurs which requires an immediate review of this policy

This Notice was adopted by the committee on 30/01/2025

Signed: *Jean De Joris* _____

Reviewed Date:

Signature:

Amendments: