

Complaints Policy & Procedure

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Version Control

Number	Summary of Change	Date Implemented
1.0	Minor updates and typos - separation into individual policy docs.	30/09/16
1.1	Reviewed during annual review	25/07/2107
1.2	Minor updates and annual review	02/09/2018
1.3	Change of Name of Church Trustee	25/07/2019

Signed:

Dated:

Complaints Policy & Procedure

Complaints Procedure

If a parent/carer has an issue either involving their child or the Pre-school as a whole, they should in the first instance raise this issue with the child's Key Person. If the parent/carer feels unable or unwilling to raise the matter in this way they can approach either:

- a. The Manager,
- b. The Church Trustee, Iain Nash, to whom Pre-School is responsible,
- c. Any member of staff they feel comfortable to talk to,
- d. Parents are also able to contact Ofsted directly if they feel that we are not meeting the EYFS requirements.

In the first instance every effort will be made to resolve any matters within the setting of the Pre-School.

If a parent feels the matter is not resolved they will be made aware that they can make the complaint formal by way of writing a letter which will then be dealt with as per the Provider Complaints Record. Any letter received will receive a written response within 28 days.

Issues raised will be dealt with within the following framework:

1. A matter relating to an individual child should be discussed between the parent/carer, the Key Person and the Manager.
2. Should the matter not be resolved at this level the parent/carer will bring the issue to;
 - a. The Trustees of the Church, i.e. Mr. Iain Nash the Designated Responsible Person within the Church Trustees with responsibility for Pre-School.
 - b. Ofsted or Social Services.
3. If the matter raises concerns about a policy or practice that policy will be reviewed.
4. If a serious complaint is made against a member of staff, that person will be suspended on pay until the matter has been fully investigated and resolved. A volunteer would be required not to attend until the matter has been resolved. The appropriate authorities may be informed. If the complaint relates to abuse, Ofsted will be informed within 14 days.

Ofsted Contact Details

- The contact number for Ofsted will be displayed on the notice board.
- The contact details for Ofsted are: Tel: 0300 1231231, Ofsted National Business Unit, Piccadilly Gate, Store Street, Manchester M1 2WD or www.ofsted.gov.uk/parents. Parents/carers will be notified if we are aware we are to be inspected. All parents will receive a copy of inspection reports.