**Complaints Procedure**

**Complaints can be made direct to OFSTED.**

**To contact OFSTED direct phone: Helpline 0300 123 4666.**

**Email:** **enquiries@ofsted.gov.uk****: Website;** [**www.gov.uk/ofsted**](http://www.gov.uk/ofsted)**.**

**Address for Concerns**

**OFSTED**

**Piccadilly Gate**

**Store Street**

**Manchester**

**M1 2WD**

**See also Allegations Policy, Safeguarding Children, Serious Incident and whistleblowing Policy**

Pre-school aims to promote good practice in having an effective and amicable procedure for disagreements and complaints. This positive approach should

* help improve the quality of work
* provide a channel of communication for identifying parents' and children's needs
* help parents to contribute to the development of their group
* offer opportunities to consider future developments
* build up evidence from users of the need for more resources and facilities
* protect the rights of children and parents, enabling them to challenge decisions which affect them, but which they do not necessarily have part in making
* protect staff and volunteer helpers from the consequence of inefficient or too informal ways of handling complaints

# Complaints Procedure

## Stage 1 - Resolving a Complaint Informally:

The first action a parent or carer should take is to talk to preschool staff or the manager

Hopefully the problem will be solved as amicably as possible and to your satisfaction - in a maximum of five days

If agreement cannot be reached the next stage is to make a formal complaint.

# Stage 2 - Resolving a Formal Complaint

Complainant should complete a Complaints Form (available from the manager) and return it to the Manager

A friend or adviser can write the complaint on the complainant's behalf but the complainant must sign it.

The complaint should be registered in a Complaints Book. Records of complaints should be kept for a three years.

* a complaint has been made
* it is being investigated
* by whom
* If the complaint concerns the behaviour or performance of a staff member, that person must be told that a formal complaint has been made and be given the full details. If it is an allegation against a member of staff we will follow procedures laid out in the Allegations policy.
* Acknowledgement to the complainant in writing that a complaint has been received including a timetable for investigation and reporting back within a maximum of 28 days.

If the complainant is not satisfied with result, then:-

# Stage 3 - Setting up a Review Panel

* Appoint 3 people, ideally with one independent person. No panel member should be a personal friend of the complainant or have had a part in earlier procedures of the complaint.
* Complainant is informed of the makeup of the panel in advance and may object
* Complainant may have a friend, adviser or interpreter present
* Panel must have access to all relevant materials or reports and be able to talk with relevant people
* The meeting will be carried out in location and time to suit complainant. Panel must come to a decision and if necessary make recommendations for further action.
* Written report made of complaint to include:
* Nature of complaint
* Where and when complaint took place
* Who was present
* What was said by whom
* What was established as fact and what was unable to be confirmed
* What action is proposed to remedy the problem

This report to be circulated to all present at appeal.

Records of complaints are to be kept for at least three years. If requested, Pre-school must provide OFSTED with a written record of all complaints made within a specified period, and the action taken as a result of each complaint.