

Hillside Pre-School and Early Learning Group

Policies and Procedures

Complaints Procedure

If a parent/carer has an issue either involving their individual child or the Pre-School as a whole, they should in the first instance raise the issue with the Manager or Deputy Managers. Every effort will be made to resolve any matters within the setting of the pre-school, at the time the issue is raised.

If the parent/carer feels unable or unwilling to raise the matter in this way, they can approach either:

- ⌚ The chair or other officers of the Committee
- ⌚ Contact OFSTED on 03001234666 or by email enquiries@ofsted.gov.uk
- ⌚ Ofsted complaints procedures are also on www.gov.uk

If a parent makes a formal complaint in writing or by e-mail, and the complaint relates to one or more of the Welfare Requirements , it is now a mandatory requirement for the group to investigate the complaint, take any necessary action and the outcome of the findings be provided to the parent within 28 days.

Complaints records

The group must make a written record of the complaint(s), any action taken and outcome and provide a summary on request to any parent and OFSTED. Records must be retained for 10 years from the date on which the record was made.

Complaints records should include information on:

- ⌚ **The Welfare Requirements to which the complaint related**
- ⌚ **The nature of the complaint**
- ⌚ **How you dealt with the complaint**
- ⌚ **Any actions you have taken or propose to take as a result of your findings**
- ⌚ **Whether the parent has been provided with an account of the findings, and any action taken, within 28 days of the date on which the complaint was made.**

Complaints Procedure:

- ⌚ A matter relating to an individual child should be discussed between the parent/carer and the Manager or Deputy Manager at a time convenient to both parties.
- ⌚ Should the matter not be resolved, the issue will be brought to the attention of the Committee who will meet with all parties involved.
- ⌚ If the matter raised concerns a general or policy issue, again it should first be raised with the Manager of the Pre-School who will report it to the Committee.
- ⌚ Should the matter remain unresolved following the above procedures it should be referred to a specially convened panel consisting of a member of the committee, The Manager, the Supervisor, and an independent expert (e.g. a representative of the Dorset Best Start in Life Team) if appropriate. The complaint should be submitted in writing to the panel and the person who has complained should be given the opportunity to address the panel with any additional information. The panel may also require others to submit written information for consideration.

The group must share an account of the findings of the investigation and any action, if any, that has been taken or intended to be taken as a result of the investigations with parents at the setting. This must be done within 28 days from the date of the complaint was made. This can be achieved by sharing the complaint record, ensuring confidentiality is maintained.

If the parent who made the complaints requests more details then a separate letter giving more details should be sent to that parent.