



## **Complaints Policy**

### **Statement of Intent**

As a member of the Pre-School Learning Alliance, we aim to provide the highest quality education and care for all our children. We aim to offer a welcome to each individual child and family and to provide a warm caring environment, within which all our children can learn and develop as they play.

We believe children and parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes. Our intention is to work in partnership with parents and the community generally and we welcome suggestions on how to make improvements at any time.

We will investigate all complaints.

### **Methods**

For any complaint received in writing or in electronic form from parents relating to one or more of the Safeguarding & Welfare requirements as stated in the EYFS 2023, we will provide an account of the findings and of any action taken as a result, within 28 days. A written record will be made of the complaint, any action taken and the outcome.

We will provide a summary on request to any parent of a child within our care. Records will be retained for a period of ten years.

### **Making Concerns Known**

A parent who is uneasy about any aspect of the Pre-School's provisions should first talk over any worries and anxieties with the Pre-School Leader.

If this does not have a satisfactory outcome within a couple of weeks, or the problem reoccurs, the parent should put the concerns or complaint in writing and request a meeting with the Pre-School Leader and the Chairperson of the Committee. Both parents and Leader should have a partner or friend present if required and an agreed written record of the discussion should be made.

You may contact Ofsted at any time in the proceedings. However, it is preferable that most complaints should be resolved informally at this stage.

If the matter has still not met a satisfactory conclusion in the view of the parent, the parent should again contact the Chairperson.

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If the parent and Pre-School cannot reach agreement, it may be constructive to invite an external mediator (one who is acceptable to both parties), to listen to both sides and offer advice. A mediator who has no legal powers but can help to clarify the situation.

Staff or volunteers within the Pre-School Learning Alliance will be available to act as mediators if both parties wish it.

The mediator will help define the problem, review the action so far and suggest further ways in which it might be resolved.

The mediator will keep all discussions confidential. He/she will meet with the group if requested and will keep a written record of any meetings that are held and of any advice he/she has given.

#### The role of the registering authority: Ofsted

In some circumstances, it will be necessary to bring in the Local Authority Registration and Inspection Unit, who have a duty to ensure laid down requirements are adhered to and with whom the Pre-School Learning Alliance works in partnership to encourage high standards.

The Registering Authority would be involved if a child appeared to be at risk or where there seemed to be a possible breach of registration requirements. In these cases both the parent and the Pre-School would be informed and the Pre-School Learning Alliance Fieldworker would work with the Social Service Department to ensure a proper investigation of the complaint followed by appropriate action.

#### **Ofsted's online complaints:**

<https://contact.ofsted.gov.uk/contact-form>

#### **Ofsted email:**

[enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)

#### **Ofsted's Childcare Complaints line:**

0300 123 4666

#### **TreeHouse's Ofsted registration number:**

EY358828