



## Making a Complaint

### Policy statement

Acorns Pre-school believes that children and parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes. We welcome suggestions on how to improve our setting and will give prompt and serious attention to any concerns about the running of the setting. We anticipate that most concerns will be resolved quickly by an informal approach to the appropriate member of staff. If this does not achieve the desired result, we have a procedure for dealing with concerns. We aim to bring all concerns about the running of our setting to a satisfactory conclusion for all of the parties involved. A flow chart detailing how complaints will be dealt with is displayed on the notice board.

### EYFS key themes and commitments

Unique Child	Positive Relationships	Enabling Environments	Learning and Development
1.2 Inclusive practice	2.1 Respecting each other  2.2 Parents as partners	3.2 Supporting every child  3.4 The wider context	

### Procedures

We are required to keep a record of all complaints. This is to be made available to parents as well as Ofsted inspectors.

### 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 setting 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 is asked if they would like to make a formal complaint in writing to the setting manager and to the chair of the management committee.
- The setting stores written complaints from parents in the child's personal file. However, if the complaint involves a detailed investigation, all information related to the investigation will be stored in a designated file for this complaint.
- When the investigation into the complaint is completed, the setting manager or chair of the management committee notifies the parents/carers within 28 days and action is agreed by all concerned.



- When the complaint is resolved at this stage, the summative points are logged in the Complaints Record.

### Stage 3

- If the parents/carers are unhappy with the outcome of the investigation and do not agree the action to be taken then wither the parents/carers of the setting should inform Ofsted.

*The role of the Office for Standards in Education, Early Years Directorate (Ofsted) and the Local Safeguarding Children Board.*

- Parents may approach Ofsted directly at any stage of this complaints procedure. In addition, where there seems to be possible breach of the setting's registration requirements, it is essential to involve Ofsted as the registering body with a duty to ensure the Welfare Requirements of the Early Years Foundation Stage are adhered to.

- Ofsted may be contacted at:

*Ofsted Complaints,  
National Business Unit,  
Royal Exchange Buildings,  
St. Ann's Square,  
Manchester,  
M2 7LA*

- These details are displayed on the notice board in the foyer.
- If a child appears to be at risk, our setting follows the procedures of Wiltshire Local Safeguarding Children Board.
- In these cases, both parent/carer and setting are informed and the setting leader works with Ofsted or the Local Safeguarding Children Board to ensure a proper investigation of the complaint, followed by appropriate action.

### Records

- A record of complaints against out setting and/or the children and/or the adults working in the setting is kept, including the date, the circumstances of the complaint and how the complaint was managed.
- The outcome of all complaints is recorded in the Complaints Record which is available for parents and Ofsted inspectors on request.

This policy was adopted at a meeting of Acorns Pre-School. Held on .....

Signed on behalf of the management committee .....

Name of signatory: .....

Role of signatory: .....