



*The Guide and Scout Centre,
Coates Lane, Downley.
Bucks, HP13 5UX
Tel 01494 521953 (8.00am – 3.30pm)
www.thewoodlandpreschool.co.uk*

Complaints Procedure and Policy

The Woodland Pre-School aims 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 and caring environment within which all children can learn and develop as they play.

We believe children and their parents / carers are entitled to courtesy as well as prompt and careful attention to their needs and wishes. Our intention is to work in partnership with parents and carers and the local community, and we welcome suggestions on how to improve our setting at any time.

We believe that most complaints are made constructively and can be sorted out at an early stage. We also believe that it is in the best interests of the pre-school and parents / carers that complaints should be taken seriously and dealt with fairly and in a way which respects confidentiality.

Making concerns known

- The key person will try to make themselves available to listen to any parent / carer who has any worries or queries about any aspect of the setting's provision, either at the start or end of the session.
- It is hoped that most complaints or concerns can be resolved informally at this initial stage.
- If their concerns are not resolved parents/carers should put the complaint in writing and request a meeting with the key person. This meeting should always involve two members staff, one of whom will be a senior member of staff and will take notes. The key person will listen to the parent and acknowledge what he/she is unhappy about. The key person will offer an explanation and aim to resolve the issue in partnership with the parent/carer. The issue and how it was resolved is recorded in the child's file and Complaint Investigation Record. The recording will also make clear whether the issue being raised relates to a concern about quality of the service or practice, or a complaint. An agreed written record of the meeting should be made using the 'Provider Complaints Record'. (See Appendix 1) We will respond to any such concerns within 7 days.
- If the parent is not happy with the key person's response or wishes to complain about the key person or any other member of staff, he/she will be directed to the settings leader. Some parents will want to make a written complaint; others will prefer to make it verbally, in which case the setting leader (with another member of staff present) writes down the main issues of the complaint using the Complaint Investigation Record and keeps it in the child's file. The setting leader will investigate the complaint and provide time to feedback to the parent within 14 days. A confidential written report of the investigation is kept in the child's file if the complaint relates directly to a child.
- If the parent is still not satisfied, then he/she is entitled to appeal the outcome verbally or in writing to the settings trustees for further investigation, who will respond to the parent within a further 14 days.

- If the complainant believes that the matter has not been resolved and there has been a breach of the EYFS requirements they are entitled to make a complaint to Ofsted. The manager will assist in any complaint investigation as well as in producing documentation that records the steps that were taken in response to the original complaint.
- The setting leader ensures that parents know they can complain to Ofsted by telephone or in writing at any time as follows:
 - Applications, Regulatory and Contact (ARC) Team, Ofsted, Piccadilly Gate, Store Street, Manchester M1 2WD or telephone: 0300 123 1231

This Complaints Policy has been adopted by the Woodland Pre-School

On (date) November 2023 _____

To be reviewed on (date) November 2024 _____