THE WOODLAND PRE-SCHOOL

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 resolved 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 of 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 and stored in the Complaints file. The recording will also make clear whether the issue being raised relates to a concern about quality of the service or practice, or a different 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. 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 with the original complaint in the complaints file.

- If the parent is still not satisfied or if the complaint is about the setting's leader, then he/she is entitled to appeal the outcome verbally or in writing to the setting's 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 the final option is the entitlement 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 and follow any instructions given by Ofsted. Should Ofsted say there is no grounds for a complaint there will be no further

- 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) February 2025_____

To be reviewed on (date) February 2026_____

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Provider complaints record

Date of complaint			
Source of complaint			
Parent (in writing, including email)	☐	Staff member	☐
Parent (in person)	☐	Anonymous	☐
Parent (phone call)	☐	Ofsted (include complaint number if known)	☐
		Other (please state)	☐
Nature of complaint (please tick all welfare requirements that the complaint relates to)			
Safeguarding & promoting children's welfare	☐	Organisation	☐
Suitable people	☐	Documentation	☐
Suitable premises, environment and equipment	☐		
Please give details of the complaint:			

How was it dealt with	
Internal investigation Investigation by Ofsted Investigation by other agencies (please state)	

Please give details of any internal investigation or attach any outcomes letter from Ofsted

Actions and outcomes	

Has a copy of this record been shared with parents?

Yes ☐ **No** ☐

Name of recorder:	**Outcome notified to parent:** **(within 28 days)** **Date:**
Position: **Name:** **Signature:**	**Date completed:**