



Policy - Complaints Procedure

Title: Complaints Procedure

Category: In the Setting

Review Date: 30th Aug 2024

Description:

Burpham Preschool aims to provide a safe and caring environment for all children and their families. We hope that you are happy with the service that we provide, however if you do have any concerns or issues please discuss them directly with the Manager (Gracie). If these concerns cannot be resolved within 14 days the parent/carer should put their concern/complaint in writing. All complaints/concerns will be logged and you will receive a reply in writing within 28 days. You will be invited to meet with the Manager to discuss further. All parties should have relevant support present and the meeting recorded. If the matter still cannot be resolved satisfactorily an outside mediator will be invited to listen to the complaint/concern. This could be the Childcare Officer from Early Years/Early Years Adviser. All discussions will be confidential and a record kept of any meetings and advice given. Once the investigations have been completed a final meeting with the Manager will take place, This will enable relevant parties to reach a decision about any action that needs to be taken regarding the complaint/concern. If the complaint is about the Manager this should be put in writing to the Trustee Chairperson who along with another trustee member if necessary, will investigate further.

It is a requirement by Ofsted that all complaints are logged along with the outcome and any action taken, these records must be available to show an Ofsted Childcare Inspector if required.

If you wish to make a formal complaint then you can contact the Ofsted Complaints and Investigation Unit on Tel: 0300 123 1231 or contact Ofsted at: Piccadilly Gate, Store Street, Manchester M1 2WD.