



10.12 Making a complaint

Policy statement

It is our aim to provide the highest quality education and care for all our children and to offer a warm welcome to each individual child and family. We believe that 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 in general and 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.

. The following methods may be used to draw our attention to issues that are of concern:

- An annual questionnaire is sent out to the parents/carers and can be used for posting suggestions as to improvements that could be made
- Key persons, the manager and members of the committee may be approached directly with any concerns. Most issues can be resolved quickly through such an informal approach

We anticipate that most concerns will be resolved quickly, by an informal approach with the appropriate member of staff. If this does not achieve the desired result, we have a set of procedures 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.

Procedures

- All complaints will be reported to the committee chair
- All complaints will be investigated
- All written complaints will be recorded on the pre-school's complaint form
- For the purposes of confidentiality, individuals will not be named in any part of the written record

- Any parent / carer making a complaint will receive a written report on the investigation and subsequent action taken, within 28 days of making the initial complaint
- A summary of any written complaint and subsequent investigation and action taken will be made available to all parents / carers of children in the pre-school upon request
- A summary of any written complaint and subsequent investigation and action taken will be made available to Ofsted upon request
- All records of complaints will be retained for a period of 10 years from the date on which the record was made
- The complaints file must be kept on the pre-school premises at all times

The role of Ofsted

In some circumstances, it may be necessary for parents to contact Ofsted whose duty it is to ensure laid down requirements are adhered to. Ofsted should be contacted if a child appears to be at risk of significant harm or if there seems to be a possible breach of registration requirements.

Ofsted may be contacted on Tel. No.0300 123 1231

Or by writing to: The National Business Unit, Ofsted, Piccadilly Gate, Store Street,
 Manchester M1 2WD

This policy was adopted by	Merry Go Round Preschool	<i>(name of provider)</i>
On	03 October 2020	<i>(date)</i>
Date to be reviewed	October 2021	<i>(date)</i>
Signed on behalf of the provider	<hr/>	
Name of signatory	Genie Morris	
Role of signatory (e.g. chair, director or owner)	Chairperson	

Other useful Pre-school Learning Alliance publications

- Complaint Investigation Record (2015)