



Complaints Policy

At times, parents/carers/students/visitors/volunteers may have concerns about the service provided. Anybody who has a concern about any aspect of the provision is encouraged to speak to the preschool management. Most concerns can be resolved through discussion and taking appropriate and prompt action, however if this is not possible then a formal complaint can be made in writing or by email

In the event of a formal complaint the parties will be provided with a copy of the complaints record on completion of the investigation, identifying any action taken. This will be done within 28 days of the complaint being received.

Where the other party and the preschool are unable to reach an agreement, it might be helpful to invite an external mediator, one who is acceptable to both parties, to listen to both sides and offer advice. A mediator has no legal powers but can help to clarify the situation.

The mediator will help define the problem, review the action so far and suggest further ways in which it might be resolved. The mediator will keep all discussions confidential. He/she will meet with the preschool if requested and will keep an agreed record of any meetings that are held and of any of the advice he/she has given.

- Complaints will be recorded on the 'Complaints Record' sheet provided by Surrey County Council. The record sheet has been designed to meet EYFS specific legal requirements. Complaint records will be made available at anytime to parents/carers and to Ofsted.
- If a complaint made raises child protection concerns, the Surrey Safeguarding Children Board (SSCB) guidelines will be followed, LADO, Ofsted and the Disclosure and Barring services (DBS) will be contacted. Please see 'Safeguarding Children/Child Protection' policy.

If parents wish, they can report their concerns directly to Ofsted.

- Website: www.ofsted.gov.uk,
- Write to: Piccadilly Gate, Store Street, Manchester, M1 2WD
- Telephone: 0300 123 1231, between 8am – 6pm.

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 preschool and the parents that complaints should be taken seriously and dealt with fairly and in a way which respects confidentiality.