

COMPLAINTS POLICY

Safeguarding & Welfare Requirements: Information & Records

Providers must put in place a written procedure for dealing with concerns and complaints from parents and carers.

POLICY STATEMENT

Our aim at St Eval Pre-school is to provide a safe, secure and stimulating environment for all children. Our objective is to deliver the highest standard of care possible, and to build and maintain relationships with parents and carers that are based on mutual trust, respect and effective communication. As we believe that the views and concerns of parents are of paramount importance, we will therefore ensure that any concerns or complaints are dealt with promptly and efficiently.

As there is regular exchange between parents and staff, we hope that any minor issues can be resolved informally during this time. The Pre-school Manager, [Rachael Richards](#), will be more than happy to discuss any concerns you may have at a time convenient to you. In the event of you speaking to another member of staff, information will be passed to the Manager.

In the unlikely event that your concern cannot be resolved through an informal discussion, you are requested to put your complaint in writing for the attention of the Chairperson of the Management Committee, [Robert Burchell](#). Complaints will be acknowledged within 3 working days of receipt and complainants will be notified of the outcome of any investigation within 28 days. If you are not satisfied with the outcome of the complaint it will be passed to Ofsted to investigate.

The Manager will ensure that a Complaints Record is filled out with full details about the complaint, including details of actions, communications and outcomes, which will be made readily available to Ofsted.

If you feel that you are unable to approach the Manager, Deputy Manager or Committee, you can contact Cornwall Council – Children, Schools and Families or Ofsted directly, at any time:

Cornwall Council – Children, Schools & Families: [0300 1234 101](tel:03001234101)

Ofsted Complaints Helpline Number: [0300 123 4666](tel:03001234666) or

email: enquiries@ofsted.gov.uk

Please find below online information for parents about Ofsted's role in regulating childcare – Link below

www.gov.uk/government/publications/information-for-parents-about-ofsteds-role-in-regulating-childcare

Ofsted will not disclose the identity of a complainant to the Pre-school.

Parents may approach Ofsted directly at any stage of this complaints procedure. In addition, where there seems to be a possible breach of the setting's registration requirements, it is essential to involve Ofsted as the registering and inspection body with a duty to ensure the Welfare Requirements of the Early Years Statutory Framework are adhered to.

The Complaints Record will be kept for three years. A written record of all complaints made during any specified period, and the action that was taken as a result of each complaint, will be made available to Ofsted upon request.

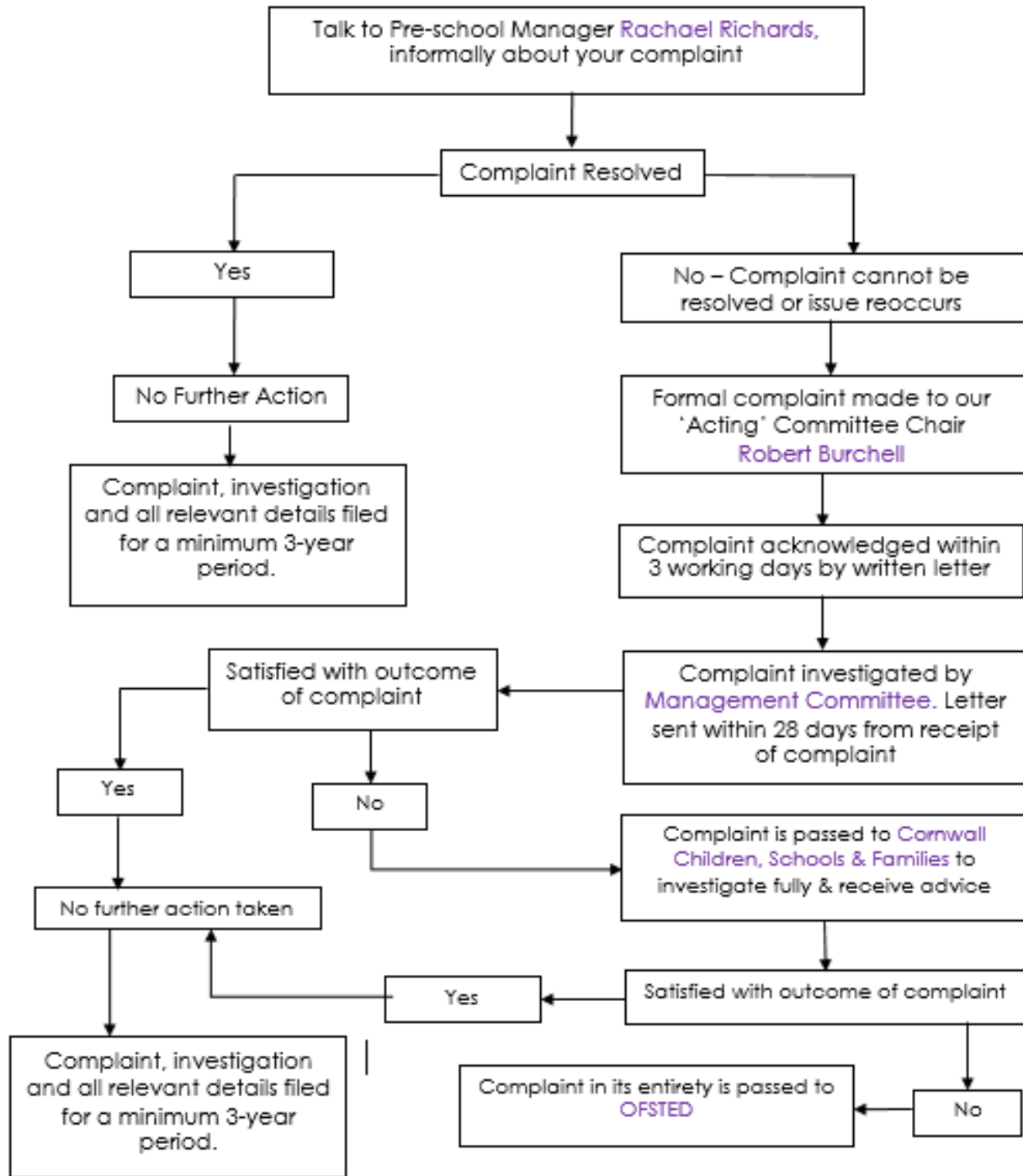
If a child appears to be at risk, we will follow the procedures set out by the Local Safeguarding Board. In such cases, the parent and setting are informed and the Pre-school will work as part of a multi-agency team to investigate the issue of concern. Ofsted will be informed about allegations of child abuse made against staff members immediately.

Complaints Procedure

Please find our St Eval Pre-school Complaints Procedure Flowchart on the following page.



COMPLAINTS PROCEDURE



Complaints should be investigated, responded to, and recorded within 28 days of receipt of the complaint. Please note the complainant can at any point put in a complaint or request advice and information from the following:

Cornwall Council – Children, Schools & Families – 0300 1234 101
 OFSTED Complaints Helpline – 0300 123 4666
 Writing: enquiries@ofsted.gov.uk



All Policies to be reviewed annually.

Acceptance of Policy		
APPROVAL	AGREED	
Signature:	Signature:	
Name & Position: Rachael Richards - Manager	Name & Position: On behalf of the committee	
Date:	Date:	
Review Record		
Reviewed by:	Position:	Date:
Reviewed by:	Position:	Date:
Reviewed by:	Position:	Date:
Reviewed by:	Position:	Date:
Reviewed by:	Position:	Date: