



St. Eval Pre-School

COMPLAINTS POLICY

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.

Procedures:

As there are regular exchanges 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 on to the Managerial Team.

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 three 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 managerial team 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, as required.

We believe that most complaints are made constructively and can be resolved at an early stage. If you feel that you are unable to approach the Managerial Team or Committee, you can contact Cornwall Council - children, schools and families or Ofsted directly at any time.

Cornwall Council -children, schools and families: 0300 1234 101

Ofsted complaints helpline number: 0300 123 4666

Ofsted e-mail: enquiries@ofsted.gov.uk

Ofsted Address: OFSTED, Piccadilly Gate, Store Street, Manchester, M1 2WD

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

Parents may approach Ofsted directly at any stage of the complaint's procedure. In addition, where there seems to be a possible breach of the settings 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 specific 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 see St. Eval Pre-school's complaints procedure flow chart on the following page.

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: