

## 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. Complaints will be acknowledged within 3 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 complaint it will be passed in its entirety 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 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: [01872 326312](tel:01872326312) / [326314](tel:326314)

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

Please find attached leaflet: Information for parents about Ofsted's role in regulating childcare – Link below

[Information for Parents about Ofsted's 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 Foundation Stage are adhered to.

The Complaints Record will be kept for at least three years. A written record of all complaints made during any specified period, and the action which was taken as a result of each complaint, will be made available to Ofsted on 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 within 14 days.

## Complaints Procedure

Please find below a link to St Eval Pre-school Complaints Procedure:

[St Eval Pre-school Complaints Procedure](#)



This policy is reviewed annually, next review date: December

APPROVAL

Signature:

Name & Position: Rachael Richards -  
Manager

Date:

AGREED

Signature:

Name & Position: On behalf of Committee

Date:

