



Testwood Baptist Church Pre-school

Please see also: Safeguarding, Data Protection

COMPLAINTS

Policy Statement

As a member of the Early Years Alliance, we aim to provide the highest quality education and care for all our children. We aim to offer a welcome to each individual child and family and to provide a warm and caring environment within which all children can learn and develop as they play.

We believe children and parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes and a positive conclusion to any issues raised. Our intention is to work in partnership with parents and the community generally and we welcome suggestions on how to improve our group at any time.

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 Pre-school and parents that complaints should be taken seriously and dealt with fairly and in a way which respects confidentiality.

Many concerns can be resolved quickly by an informal approach to the appropriate member of staff. If this does not achieve the desired result, the following procedures should be used.

Making a complaint:

Stage 1

- Any parent who is uneasy about any aspect of the group's provision should initially talk over any worries and anxieties with a Pre-school member of staff. Most complaints should be resolved amicably and informally at this stage.
- We will record the issue, and how it was resolved, in the child's file.
- For allegations relating to serious harm to a child caused by a member of staff or volunteer procedure 6.2 Allegations against staff, volunteers or agency staff will be followed.

Stage 2

- If this does not have a satisfactory outcome or if the problem recurs, parents should put their concerns or complaint in writing to the Pre-School Manager. This can be done via email.
- Written complaints from parents will be stored in the child's personal file, however if the complaint involves a detailed investigation, all information relating to it may be stored in a separate file.
- The setting manager will investigate the complaint and provide time to feedback to the parent/carer within 28 days. A confidential written report of the investigation is kept in the child's file if the complaint relates directly to a child.
- When the complaint is resolved at this stage, a log is recorded in the Complaints Folder, which is made available to Ofsted on request.

Stage 3

- If the parent is not satisfied with the outcome of the investigation, he or she requests a meeting with the Pre-School Manager and the Management Team. Both the parents and the Pre-School Manager are entitled to have a mediator present if required.
- An agreed written record of the discussion is made as well as any decision or action to take as a result. All of the parties present at the meeting sign the record and receive a copy of it.
- If the matter is resolved at this stage, it is then logged in the Complaints folder.

Parents may approach Ofsted directly at any stage of the complaint's procedure, especially where there seems to be a possible breach of the settings registration requirements. Then it is essential to involve Ofsted as the registration and inspection body ensuring the Safeguarding and Welfare Requirements of the Early Years Foundation Stage are adhered to.

Parents can complain to Ofsted by telephone or in writing at:

Ofsted National Business Unit, Piccadilly Gate, Store Street, Manchester, M12WD

Helpline: 0300 1231231

If a child appears to be at risk, we will follow the procedures of the Local Safeguarding Children Board (LSCB) or local safeguarding partners.

In these cases, both the parent and the setting are informed and the Pre-school Manager as well as the Chairperson of the Management Team will work with Ofsted or the LSCB or local safeguarding partners to ensure a proper investigation of the complaint, followed by the appropriate action.

The Information Commissioner's Office (ICO) can be contacted if you have made a complaint about the way your data is being handled and remain dissatisfied after raising the concern at pre-school. For further information about how we handle your data, please see the Privacy Notice. The ICO can be contacted at:

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or ico.org.uk.

Other Services

If an individual from another service wishes to make a formal complaint about a member of staff or any practice of the setting, it should be made in writing to the setting manager.

The complaint is acknowledged in writing within 10 days of receiving it.

The setting manager investigates the matter and meets with the individual to discuss the matter further within 28 days of the complaint being received.

An agreement needs to be reached to resolve the matter.

If agreement is not reached, the complainant may write to the Management Team, who acknowledges the complaint within 5 days and reports back within 14 days.

If the complainant is not satisfied with the outcome of the investigation, they are entitled to appeal and are referred to the Management Team.

Record Keeping

Legislation requires settings to keep a written record of any complaints and disclose these to Ofsted at inspection, or if requested by Ofsted at any other time.

The record of complaints is a summative record only.

A record of complaints will be kept for at least 3 years.

In all cases where a complaint is upheld a review will be undertaken by the Management Team to look for ways to improve practice where it is required.

This procedure is displayed on the preschool website for Parents, Staff and visitors.

This Procedure relates to the Safeguarding and Promoting Children's Welfare section of the EYFS Statutory Framework.

Agreed by Pre-school Management Team:

Signed: Sandra Andrews

Date: December 2025

Review Date: Dec 2026