



Complaints Policy

At Risby Preschool & Childcare Services we are committed to following clear procedures should a concern or complaint be made about our provision. We ensure parents/carers are familiar with the Complaints procedure in place which is displayed in the Foyer.

This policy aims to support a satisfactory conclusion should a concern or complaint be made, setting out clear procedures. The procedure and the outcome will be implemented ensuring in the best interest of the child at all times.

All parents/carers are entitled to expect courtesy and prompt careful attention to their needs and wishes.

The designated practitioner for our complaints policy is Rachel Crouch

- Any concern or complaint should ideally first be discussed with Rachel Crouch who will liaise with the Preschool Leader, Chairperson and the Committee as required.
- Once a verbal concern has been received this will duly be recorded. It is our aim to resolve the problem promptly, ensuring we give feedback to the complainant verbally or in writing within two working days. If it is in relation to an allegation against a member of staff our safeguarding policy and procedures will be adhered to.
- If the Procedure or Outcome is not dealt with satisfactorily please put this in writing to the Committee Chairperson.
- If the complaint is about a member of staff it should be made to Rachel Crouch unless if in the event the complaint is about Rachel Crouch then please contact the Committee Chairperson.
- We will investigate all written complaints and notify complainants of the outcomes of the investigation within 28 days of having received the complaint. Should a meeting with all parties concerned be required this will be organised by Rachel Crouch.
- If an agreement cannot be reached, an external mediator, for example, our Early Years Support Team from the Local Authority or Senior Developmental Officer from the Pre School Learning Alliance will be approached for further guidance.
- If the complainant is still unhappy and the matter is unresolved they may write to Ofsted with their concerns at: Ofsted, Piccadilly Gate, Store Street, Manchester M1 2WD or Tel 0300 123 1231

Our setting is committed to safeguarding and promoting the welfare of children, young people and adults at all times and expects everybody working within this setting to share this commitment.

- Providers must provide Ofsted on request, all records of complaint and their outcomes.
- All discussions will remain confidential.
- Written Complaints will be recorded on a Record of Complaints form and stored securely and confidentially and kept for a period of 10 years.

This policy was adopted on.....8th October 2015.....

Signed (chair).....R Hitchcock.....

This policy will be reviewed annually.