



Overton Preschool & Playgroup

Policies and Procedures Document

Title	Complaints Policy
Version	1.2
Date	07 October 2014
Last Review Date	07 January 2019
Approved By	
Signature	

Version History

Version Number	Created/Updated By	Comment
V1.0		First version created
V1.1	Katie O'Brien	Added Version History; Updated Ofsted telephone number
V1.2	Katie O'Brien	Updated logo; Remove Anonymous Complaints section; Small text amends



Statement of intent

Overton Preschool Playgroup believes that children and parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes. We welcome suggestions on how to improve our Preschool and Playgroup and will give prompt and serious attention to any concerns about the running of Overton Preschool Playgroup. We anticipate that most concerns will be resolved quickly by an informal approach to the appropriate member of staff. If this does not achieve the desired result, we have a more formal procedure in place for dealing with concerns. It is also open to a parent/carer to make an anonymous complaint.

Aim

We aim to bring all concerns about the running of our Preschool and Playgroup to a satisfactory conclusion for all of the parties involved.

Methods

- **Informal Procedure**

Any parent/carer who has any concerns about Overton Preschool Playgroup should discuss their concerns initially with their child's keyworker, or if the complaint concerns the child's keyworker, then the discussion should be with the Overton Preschool Playgroup leader.

If informal discussion with the child's keyworker has failed to resolve the issues they should then discuss their concerns with the Overton Preschool Playgroup and Preschool leader.

It is hoped that many concerns can be dealt with informally this way. If the parent/carer is unable to resolve his/her concerns informally, or if the concern relates to the Overton Preschool Playgroup leader then he/she should follow the formal procedure set out below.

- **Formal Procedure**

Stage 1

If a parent/carer has been unable to resolve a concern informally, if the problem recurs, or if the complaint relates to the Overton Preschool Playgroup leader, the parent/carer should put the concerns or complaint in writing to the Overton Preschool Playgroup leader and the Chair of the Parent Committee.

If a written complaint is received, the Overton Preschool Playgroup leader and the Chair of the Parent Committee will arrange to meet with the parent/carer. Both the parent and the Overton Preschool Playgroup leader may have a friend or partner present to support them at the meeting, but who will take no part in the discussions. The Secretary of the Parent Committee will attend the meeting to keep a note of the meeting but will take no part in the discussions. The parent or carer will have the opportunity to explain his/her concerns in more detail and allow the Chair of the Parent Committee and the Overton Preschool Playgroup leader the opportunity to discuss those concerns with the parent carer with a view to reaching a solution. A written record of the discussion



will be made by the Secretary and all parties present at the meeting will be asked to sign the record and receive a copy of it.

Stage 2

If, at the Stage 1 meeting, the parent and Overton Preschool Playgroup cannot reach agreement, the parent/carer should set out the reasons why he/she remains dissatisfied in a letter to the Chair of the Parent Committee, and should clearly state that the parent/carer wishes to take the matter further.

On receipt of such a letter, the Chair of the Parent Committee will seek to appoint an external mediator who will be invited to help to settle the complaint. This mediator should be acceptable to both parties, listen to both sides and offer advice. A mediator has no legal powers but can help to define the problem, review the action so far and suggest further ways in which it might be resolved.

Staff or volunteers within the Preschool Playgroup and Learning Alliance are appropriate persons to be invited to act as mediators.

The mediator keeps all discussion confidential. S/he can hold separate meetings with the Overton Preschool Playgroup personnel (Preschool and Playgroup leader and Chair of the Parent Committee) and the parent, if this will be helpful. The mediator keeps an agreed written record of any meetings that are held and of any advice s/he gives.

When the mediator has concluded her/his investigations, a final meeting between the parent, the Overton Preschool Playgroup leader and the Chair of the Parent Committee is held. The purpose of this meeting is to reach a decision on the action to be taken to deal with the complaint. The mediator's advice is used to reach this conclusion. The mediator is present at the meeting if all parties think this will help a decision to be reached.

A record of this meeting, including the decision on the action to be taken, is made. Everyone present at the meeting signs the record and receives a copy of it. This signed record signifies that the formal procedure has concluded.

The role of the Office for Standards in Education, Early Years Directorate (Ofsted) and the Area Child Protection Committee

Parents may approach Ofsted directly at any stage of this complaints procedure. In addition, where there seems to be a possible breach of our registration requirements, it is essential to involve Ofsted as the registering and inspection body with a duty to ensure the National Standards for Day Care are adhered to.

You can contact Ofsted by telephone and they will put you through to the Compliance Department. The Ofsted telephone number is 0300 123 1231.

The postal address is:

Ofsted

Piccadilly Gate



Store Street
MANCHESTER
M1 2WD

A 'general enquiries' email address is enquiries@ofsted.gov.uk.

The Overton Preschool Playgroup's Unique Reference Numbers are 507966 (Community Centre setting) and EY2681568 (School setting).

These details are displayed on our notice board.

If a child appears to be at risk, our Preschool Playgroup follows the procedures of the Area Child Protection Committee in our local authority.

In these cases, both the parent and Overton Preschool Playgroup are informed and the Overton Preschool Playgroup leader works with Ofsted or the Area Child Protection Committee to ensure a proper investigation of the complaint followed by appropriate action.

Records

A record of complaints against Overton Preschool Playgroup and/or the children and/or the adults working in our Preschool and Playgroup is kept, including the date, the circumstances of the complaint and how the complaint was managed.