



Concerns, Compliments and Complaints Procedure

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. 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.

- Suggestions are welcome via email or the parent questionnaires that are distributed annually. All suggestions are discussed by the parent committee and parents informed of changes. Any compliments are passed on to staff.
- A parent who is uneasy about any aspect of the group's provision should first of all talk over any worries and anxieties with one of the Playschool leaders or a member of the Playschool Committee whereby hopefully the matter can be resolved promptly.
- However, there may be occasions when parents are not satisfied with the outcome of these discussions. If this is the case, they should put their concerns or complaint in writing to the Chair of the Playschool Committee if appropriate, who will then complete a Complaints Record Form and discuss the matter with the Playschool Committee (see Appendix 1). Written records of complaints will be retained for at least six years and a summary made available to any parent who requests it, and OFSTED.
- After 28 days parents must be informed of the outcome of their complaint, in writing.
- Where the parent and Playschool cannot reach agreement, it might be helpful to invite an external mediator, one who is acceptable to both parties, to listen to both sides and offer advice. A mediator has no legal powers but can help to clarify the situation. Staff or volunteers with the Early Years Alliance will be available to act as mediator if both parties wish it. The mediator will help define the problem, review the action so far and suggest further ways in which it might be resolved. The mediator will keep all discussions confidential. He/she will meet with the Playschool if requested and will keep an agreed record of any meetings that are held and of any of the advice he/she has given.



If parents wish, they can report their concerns directly to Ofsted.

For further information please contact:

OFSTED Early Years Complaints
National Business Unit
Piccadilly Street
Manchester
M1 2WD

OFSTED Early Years complaints phone line: 0300 123 4666

OFSTED Website: www.ofsted.gov.uk/parents

Playschool's OFSTED reference number is 122572

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 playschool and the parents that complaints should be taken seriously and dealt with fairly and in a way which respects confidentiality.

If the complaint is regarding a safeguarding issue, please see the Safeguarding Policy.



Reviews

This policy is held on the Playschool's Website (www.polesdenlaceyplayschool.co.uk) and in the policy folder in the cloak room. This policy will be reviewed periodically, as and when required.

This policy was adopted at a meeting of the Playschool Committee held on 20th February 2006 and signed by Rowena Wilson on behalf of the Playschool.

This policy was reviewed and changes agreed at a committee meeting held on:

Date	Signed on behalf of the Playschool
27 th April 2009	Natasha Holden, Chair of the Committee
29 th February 2012	Nichola Hooper, Chair of the Committee
2 nd February 2015	Alison Harding, Chair of the Committee
13 th June 2017	Natasha Matthews, Chair of the Committee
5 th March 2019	Natasha Matthews, Chair of the Committee
13 th July 2021	Ellie Pragnell, Chair of the Committee



Appendix 1 – Complaints Record Form

Date of Complaint:

Source of Complaint *(tick below as appropriate)*

Parent (in writing, including email)		Staff Member	
Parent (in person)		Anonymous	
Parent (phone call)		OFSTED (include complaint number if known)	

Nature of Complaint *(Please tick all welfare requirements that relate to complaint)*

Safeguarding and Promoting Children’s Welfare	
Safeguarding	
Information and Complaints	
Premises and Security	
Outings	
Equality and Opportunities	
Medicines	
Illnesses and Injuries	
Food and Drink	
Smoking	
Behaviour Management	

Suitable People	
Safe Recruitment	
Adults Looking After Children Are Suitable	
Alcohol and Other Substances	
Qualifications	
Staffing Arrangements	

Suitable Premises	
Risk Assessment (Outdoor and Indoor)	
Spaces furniture, Equipment and Toys	
Premises	

Organisation	
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Documentation	
Data	
Providers Records	

This document has been designed to meet the EYFS specific legal requirement for Information and Complaints on page 39 statutory guidance.



The Complaint

Please provide all relevant details of the complaint:

How it was Dealt With

Internal Investigation	
Investigation by OFSTED	
Investigation by other agencies (<i>please state</i>)	
Please give details of any internal investigation or attach any outcome letter from OFSTED:	

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Actions and Outcomes

Internal Actions	
Actions Agreed with OFSTED	
Changes to Conditions of Registration	
Other Action Taken by OFSTED	
No Action	
Actions Imposed of Agreed with other Agencies	
Please give any relevant details:	

Has a copy of this record been shared with parents? Yes / No

Name of Recorder	
Position	
Signature	
Date notified to parent (EYR and OCR within 28 days)	
Date Completed	

This record should be kept for at least 6 years from the above date.

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