



Complaints Policy

At Moulton Pre-School it is our intention to provide the highest quality education and care for all our children by offering a warm welcome to each individual child and their family. We aim to provide a caring environment in which all children may learn and develop as they play.

Moulton Pre-School believe that parents are entitled to expect courtesy and careful attention to their individual needs and hope that at all times parents are happy with the service we provide. We welcome any suggestions from parents on how we can improve our services, and will give prompt and serious attention to any concerns that parents may have.

Any concerns will be dealt with professionally and promptly to ensure that any issues arising from them are handled effectively and to ensure the welfare of all children, enable ongoing cooperative partnership with parents and to continually improve the quality of our setting.

We have a formal procedure for dealing with complaints where we are not able to resolve a concern. Where any concern or complaint relates to child protection, we follow our Safeguarding/Child Protection Policy.

Internal Complaints Procedure

Stage 1 If any parent should have cause for concern or any queries regarding the care or early learning provided by Pre-School, they should in the first instance take it up with the child's key person or a senior member of staff/room leader.

Stage 2 If the issue remains unresolved or parents feel they have received an unsatisfactory outcome, they must present their concerns in writing as a formal complaint to the Pre-School manager. The manager will then investigate the complaint and aim to report back to the parent within **14 days**. The manager will document the complaint fully and the actions taken in relation to it. (Complaints are usually resolved informally at **stage 1** or **stage 2**.)

Stage 3 If the matter is still not resolved, Moulton Pre-School will hold a formal meeting between the manager, parent and a committee member to ensure that it is dealt with comprehensively. We will make a record of the meeting and document any actions. All parties present at the meeting will review the accuracy of the record, and be asked to sign to agree it and receive a copy. This will signify the conclusion of the procedure.

Stage 4 If the matter cannot be resolved to their satisfaction, then parents have the right to raise the matter with Ofsted. Ofsted is the registering authority for children's settings in England and investigates all complaints that suggest a provider may not be meeting the requirements. It risk assesses all complaints made and may visit the setting to carry out a full inspection where it believes requirements are not met.

Parents have the right to contact Ofsted at any stage they wish to.

1



07891 526 469



enquiry@moultonpre-school.org.uk

COMPLAINTS POLICY

A record of complaints will be kept and will include the name of the complainant, the nature of the complaint, date and time complaint received, action(s) taken, result of any investigations and any information given to the complainant including a dated response.

Parents will be able to access this record if they wish to; however, all personal details relating to any complaint will be stored confidentially and will be only accessible by the parties involved. Ofsted inspectors will have access to this record at any time during visits to ensure actions have been met appropriately.

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