



## Complaints Policy and Procedure

Twiggs Lane Preschool believes that children and their families are entitled to expect courtesy and prompt careful attention to their needs and wishes. We welcome suggestions on how we could improve our setting and we give prompt attention to any concerns about the running of the setting. We anticipate most concerns will be resolved quickly by an informal approach to the appropriate member of staff usually the preschool manager. If this does not achieve the desired result, we will then take steps to resolve it.

### **Making a complaint**

Anyone who has a concern about an aspect of the preschools provision should talk through their concerns with the preschool manager. We anticipate most complaints should be resolved amicably and informally at this stage. Evidence will be recorded and minutes will be written.

If a satisfactory outcome has not been possible, or if the concerns arise again, the person with the concerns should put these in writing to the preschool manager and directors of Twiggs Lane Preschool.

For anyone not comfortable with making written complaints, we can provide a complaints form. The form can be completed with the manager/directors and signed by the person making the complaint. When the investigation into the complaint is complete the preschool manager and either deputy manager or directors will meet with the person to discuss the outcome within 28 days of making the complaint.

At Twiggs Lane Preschool, any written complaints are filed securely and the preschool manager will inform the directors.

If the person making the complaint is not satisfied with the outcome of the investigation, they should request a meeting with the manager and deputy manager or directors. The person making the complaint should have someone with them too. An agreed written record of the discussion is made including any decision or action to take. All those present at the meeting sign the record and receive a copy of it. This signed record shows the complaint has concluded. If during the meeting an agreement cannot be reached an external mediator would be invited to help settle the complaint. This person should be acceptable to both parties, listen to both sides and offer advice. A mediator has no legal powers but can help define the problem, review the action taken and suggest ways in which the complaint could be resolved. The mediator can hold separate meetings with the manager and or directors and the person making the complaint if it is thought this would be helpful. Any other meetings that are held must all have written minutes taken.

After this a final meeting with all parties is held, in which a decision on the action to be taken to deal with the complaint must be reached.



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

People may approach Ofsted directly at any stage of the complaint's procedure. In addition, where there seems to be a possible breach of the preschools Ofsted registration requirements, it is essential to involve Ofsted as the registering and inspection body with a duty to ensure the welfare requirements of the Early Years Foundation Stage are adhered to.

The number to call Ofsted about a complaint is: 0300 123 1231. These details can be found on our noticeboard and also in our prospectus given on entry to Twiggs Lane Preschool.

Review date: September 2022

Signed Manager: ..... *Kirsty Harkins* .....