

**Complaints Policy**

We believe 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 setting and will give prompt and serious attention to any concerns about the running of the setting. 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 set of procedures for dealing with concerns.

Firstly, if you have any concerns regarding the Pre-School or the care your child is receiving, please contact the Pre-School Manager or Deputy Manager immediately. We will do everything we can to resolve any issues. Most complaints should be resolved amicably and informally at this stage.

If this does not have a satisfactory outcome, or if the problem recurs, the parent can put the compliant in writing to the Pre-School Manager, a copy of which will be sent to the chair of the Pre-School Committee.

All complaints will be thoroughly investigated and the complainants will be notified of the outcome within 28 days of the Pre-School having received the compliant.

If the parent is still not satisfied with the outcome of the investigation, they can request a meeting with the Pre-School Manager and the Chair of the Pre-School Committee. An agreed written record of the discussion will be made as well as any decision or action to be taken as a result. All parties present at the meeting must sign and receive a copy of it. The mediator keeps all discussions confidential. S/he can hold separate meetings with our staff and the parent, if this is decided to be helpful. The mediator keeps an agreed written record of any and all meetings that are held and of any advice s/he gives. When the mediator has concluded their investigations, a final meeting will be held, the mediator’s advice will be used to reach a conclusion. A record of this meeting is made, and everyone is to sign and receive a copy. The record signifies that the procedure has concluded.

Parents may approach Ofsted directly at any stage of the complaints procedure.

**The role of the Office for Standards in Education, Children’s Services and Skills (Ofsted), the Local Safeguarding Children Board or local safeguarding partners and the Information Commissioner’s Office**

* Parents may approach Ofsted directly at any stage of this complaints procedure. In addition, where there seems to be a possible breach of the setting's registration requirements, it is essential to involve Ofsted as the registering and inspection body with a duty to ensure the Safeguarding and Welfare Requirements of the Early Years Foundation Stage are adhered to.
* Parents can complain to Ofsted by telephone on in writing at:
* **Ofsted National Business Unit, Piccadilly Gate, Store Street, Manchester M1 2WD**
* **Tel: 0300 123 1231**
* These details are displayed on our notice board.
* If a child appears to be at risk, we follow the procedures of **Cheshire East Safeguarding Children’s Partnership.**
* In these cases, both the parent and our setting are informed, and the Pre-School Manager and Deputy Manager work with Ofsted or **Cheshire East Safeguarding Children’s Partnership** to ensure a full investigation of the complaint, followed by appropriate action.
* The Information Commissioner’s Office (ICO) can be contacted if you have made a complaint about the way your data is being handled and remain dissatisfied after raising your concern with us. For further information about how we handle your data, please refer to the Privacy Notice given to you when you registered your child at Ashdene Pre-School. The ICO can be contacted at **Information Commissioner’s Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or ico.org.uk**

**Records**

* A record of complaints in relation to Ashdene Pre-School, or the children or the adults working in our setting, is kept for at least three years; including the date, the circumstances of the complaint and how the complaint was managed.
* The outcome of all complaints is documented and is available for parents and Ofsted inspectors to view upon request.

This Policy was adopted by:

On (date):

Date to be reviewed: September 2024

Signed on behalf of the management committee:

Name of signatory:

Role of Signatory (e.g. Manager):