



## 16. Complaints Procedure

### **Statement of intent**

Yaddlethorpe Pre-school 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 pre-school and we give prompt and serious attention to any concerns about the running of the pre-school. 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 procedure for dealing with concerns.

### **Aims**

We aim to bring all concerns about the running of our pre-school to a satisfactory conclusion for all of the parties concerned.

### **Methods**

To achieve this we operate the following procedure.

#### *Making a complaint*

##### Stage 1

- Any person who has a concern or complaint about an aspect of the pre-school's provision talks over his / her concerns with the pre-school manager.

If this does not have a satisfactory outcome;

##### Stage 2

- The complainant must put his / her concerns or complaint in writing and address it to the management committee.
- We store written complaints in the child's personal file. However if the complaint involves a detailed investigation we may store all information relating to the investigation in a separate file designated for this complaint.
- When the investigation is completed the pre-school manager and a representative from the management committee meet with the complainant to discuss the outcome.

If the complainant is not satisfied with the outcome of the investigation;

##### Stage 3

- He / she should request a meeting with the pre-school manager and a representative from the management committee. The complainant can have a partner or friend present should they prefer.
- A written record of the discussion is made, including any decisions or actions to be taken. This record is signed by all parties and all those involved are to receive a copy.

If the complaint is resolved at this point the signed record signifies the procedure has concluded. If an agreement can not be reached;

#### Stage 4

- An external mediator is asked to help settle the complaint. This person should be acceptable to both parties. They will listen to both sides and offer unbiased advice. A mediator has no legal powers but can help to define the problem, review action so far and suggest further ways in which to resolve the problem.
- The mediator keeps all discussions confidential. He / she can hold separate discussions with the pre-school representatives and the complainant. The mediator keeps written records of any meetings that are held and any advice given.

#### Stage 5

- When the mediator has concluded his / her investigations, a final meeting between the complainant and the pre-school is held. The purpose of the 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 this meeting if all parties feel it will be useful.
- 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. This signed record signifies that the procedure has concluded.

#### **The role of the Office for Standards in Education, Early Years Directorate (Ofsted) and the Area Safeguarding Children Committee.**

- Parents may approach Ofsted directly at any stage of this complaints procedure. In addition, where there seems to be a possible breach of the pre-school's 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. The address and telephone number of our regional centre are:

-Ofsted, Piccadilly Gate, Store Street, Manchester, M1 2WD Tel: 0300 123 4666

North Lincolnshire Council Children's Services Single Point of Contact,

Duty Suite- 01724 296500, out of hours 01724 296555

Police 101

- **Records**
- A record of complaints against Yaddlethorpe Pre-school and / or the children and / or the adults working in the pre-school is kept. Including the date, the circumstances of the complaint and how the complaint was managed.
- The outcome of all complaints is recorded and is available on request by those concerned and by Ofsted on request.

Reviewed September 2025