



Harden Pre-School & Memorial Hall
Springfield Breakfast & Afterschool Club



Complaints and Compliments Policy

Policy statement

At Harden Pre-school and Springfield Breakfast and After school Club we strive to provide the highest quality of care and education for our children and families and believe that all parents are treated with care, courtesy and respect.

We hope that at all times parents are happy and satisfied with the quality and service provided and we encourage parents to voice their appreciation to the staff concerned and/or management. We record all compliments and share these with staff.

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 the 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.

Procedures

Harden Pre-School is required to keep a 'summary log' of all complaints that reach stage two or beyond. This is to be made available to parents as well as to Ofsted inspectors.

Internal Complaints procedure

Stage 1

If any parent should have cause for concern or any queries regarding the care or early learning provided by the setting, they should in the first instance take it up with the child's key person or a senior member of staff/room leader. If this is not resolved, we ask them to discuss this verbally with the manager.

Stage 2

If the issue still remains unresolved or parents feel they have received an unsatisfactory outcome, then they must present their concerns in writing as a formal complaint to the manager. The manager will then investigate the complaint in relation to the fulfilment of the EYFS requirements and report back to the parent within 28 working days. The manager will document the complaint fully, the actions taken and the outcome in relation to it in the complaints log book.

(Most complaints are usually resolved informally at stage 1 or 2.)

Stage 3

If the matter is still not resolved, the setting will hold a formal meeting between the manager, parent and the chairperson of the management committee to ensure that it is dealt with comprehensively. The setting 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. Parents are made aware that they can contact Ofsted at any time they have a concern, including at all stages of the complaint's procedure, and are given information on how to contact Ofsted. Ofsted is the registering authority for all early year's settings in England and investigates all complaints that suggest a provider may not be meeting the requirements of their registration. It risk assesses all complaints made and may visit the setting to carry out a full inspection where it believes requirements are not met.

Records

A record of complaints will be kept in the setting. The record will include the name of the complainant, the nature of the complaint, date and time complaint received, action(s) taken, outcomes 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; 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.

The record of complaints is made available to Ofsted on request.

We will follow this procedure for any other compliments and complaints received from visitors to the provider, where applicable.

The contact details for Ofsted with regards to a complaint is:

Ofsted

enquiries@ofsted.gov.uk

Piccadilly Gate

Store Street

Manchester

M1 2WD

Telephone: 0300 123 1231

- These details are displayed on our setting's notice board and displayed for parents/carers.
- If a child appears to be at risk, our setting follows the procedures of 'The Working Together to Safeguard Children' in line with The Bradford District Safeguarding Children's Partnership' (BDSCP) guidelines.
- In these cases, both the parent and setting are informed, and the Pre-School Manager works with Ofsted or The Bradford District Safeguarding Children's Partnership to ensure a proper investigation of the complaint, followed by appropriate action is taken.

This policy was adopted on	Signed on behalf of the setting	Date for review
14 th December 2023	<i>Karen Clarke – Manager Jo Jones – Business Manager</i>	13 th December 2024