**St Joseph’s Pre-school Playgroup**

**Complaints Procedure**

**Statement of intent**

Our setting 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 setting and will give consider and act upon 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.

**Aim**

We aim to bring all concerns about the running of our setting to a satisfactory conclusion for all of the parties involved.

**Methods**

To achieve this, we operate the following complaints procedure.

*Making a complaint*

Stage 1

* Any parent who has a concern about an aspect of the setting's provision talks over his/her worries and anxieties with a Manager.
* Most complaints should be resolved amicably and informally at this stage.

Stage 2

* If this does not have a satisfactory outcome, or if the problem recurs, the parent moves to Stage 2 of the procedure by putting the concerns or complaint in writing to a Manager
* When the investigation into the complaint is completed, a Manager meets with the parent to discuss the outcome.
* When the complaint is resolved at this stage, the summative points are logged in the Complaints Summary Record.

Stage 3

* If the parent is not satisfied with the outcome of the investigation, he or she may request a meeting with the Owner.
* An agreed written record of the discussion is made as well as any decision or action to be taken. All parties present at the meeting sign the record and receive a copy of it.
* This signed record signifies that the procedure has concluded. When the complaint is resolved at this stage, the summative points are logged in the Complaints Summary Record.

**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 setting's registration requirements, it is essential to involve Ofsted as the registering and inspection body with a duty to ensure the EYFS Requirements are adhered to.
* The telephone number for Ofsted is 0300 1231231

The address is: Ofsted  
Piccadilly Gate  
Store Street  
Manchester  
M1 2WD

These details are displayed on our setting’s noticeboard.

**Records**

* A record of complaints against our setting and/or the children and/or the adults working in our setting is kept, including the source of the complaint, the date, the nature of the complaint, how the complaint was dealt with and who by, any actions taken and the outcome of our investigation.
* The outcome of all complaints is recorded in the Complaints Summary Record which is available for parents and Ofsted inspectors on request.