

Concerns and complaints policy

Reviewed April 2021



INTRODUCTION

At Lollipops, 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 pre-school and will give prompt and serious attention to any concerns raised with us.

This document is intended to guide Lollipops' staff on how concerns and complaints are to be dealt with, and provide parents with information on our policy and procedures.

This policy replaces one dated November 2018 following a review of the new Statutory Framework for Early Years Foundation Stage which takes effect from September 2021.

BACKGROUND

"All child care providers must have a written procedure for dealing with complaints."¹

POLICY

We will address all concerns raised about the running of our pre-school promptly, and aim to bring them to a satisfactory conclusion for all of the parties involved.

We hope that most concerns will be resolved quickly after an informal approach to a member of staff. If this does not resolve the matter, it will be escalated to the pre-school manager who will further seek an informal agreed resolution.

Should the pre-school manager's attempts to informally resolve the concern(s) fail, and a parent/carer wishes to lodge a formal complaint he/she will be invited to make a written complaint. The complaints procedure, outlined below, will be followed.

¹Statutory Framework for Early Years Foundation Stage 2021 Paras 3.75 & 3.76

Concerns and complaints policy

The pre-school manager will be happy to help to record a complaint for those who have difficulties making written complaints.

Written records of complaints are held in the setting, and complainants may have sight of entries of their complaint(s). These records are available to Ofsted should they require them.

Safeguarding

Should a formal complaint be made about a safeguarding failure by a member of staff, Lollipops allegations against staff policy will be followed.

Ofsted

Ofsted is the Office for Standards in Education, Children's Services and Skills. They inspect and regulate services that care for children and young people, and services providing education and skills for learners of all ages.

Of course, parents may approach Ofsted directly at any stage of this complaints procedure.

Contact details for Ofsted are:

Ofsted
Piccadilly Gate,
Store Street,
Manchester
M1 2WD

Tel no. 0300 123 1231

Email: enquiries@ofsted.gov.uk

PROCEDURES

Raising a concern

Any parent who has a concern about any aspect of the pre-school's provision is encouraged to raise the matter with any member of staff, or if they prefer, directly with the pre-school manager.

Any member of staff with whom the concern is raised will ensure that steps are taken to address the concern. This may be simply by providing an explanation or information that satisfies the parent. It may however require a more involved approach and escalating to the pre-school manager.

Any member of staff with whom the concern is raised will inform the pre-school manager, whether resolved or not.

If a concern is not resolved to the satisfaction of the parent, and they feel that the matter warrants a more formal approach, the pre-school manager will invite them to submit their complaint in writing.

Concerns and complaints policy

Making a complaint

If a parent wishes to make a complaint about any aspect of the pre-school's provision, the pre-school manager will:

- invite them to submit their complaint in writing;
- provide the complainant with written acknowledgment of receipt of their complaint together with a copy of Lollipop's complaints policy;
- upon receipt of a written complaint, open a record in the complaints register
- inform the Nominated Person of the details of the complaint;
- investigate the complaint;
- inform the Nominated Person of the outcome of the investigation;
- notify the complainant of the outcome, in writing, within 28 days of having received the complaint, including a reminder that they may wish to take the matter up with Ofsted if they are not satisfied with the outcome and believe we are not meeting the requirements of the EYFS. The written letter will include details of how to contact Ofsted.
- record the outcome and responses in the complaints register
- If we become aware that we are to be inspected by Ofsted following a complaint;
 - we will make all parents aware and
 - we will provide all parents with a copy of the report after the inspection

Authority

Michelle Bentham
Acting Manager

Rachelle Harte
Nominated Person