

Complaints Procedure

If a parent or carer complains to a member of the team or complains via email / telephone...

The be directed to the child's room leader or key person if they have a complaint about any of the child's care or education needs. The team member dealing with the complaint must reassure the parent that everything they said has been listened to and will be dealt with as soon as possible. Offer a solution to the parent's complaint, if this is feasible, If it is not, then inform the parents that the next step is to inform the management team and a solution will be communicated with them as soon as possible.

Report to management and discuss the options to resolve the complaint. Relay this to the parent an if all is resolved, log the complaint in the complaints book and also the actions taken. Review the complaint once everything is sorted and use the information to evaluate processes and make any improvements.

If after speaking with management, the parent feels the complaint has not been resolves they will need to put the complaint in writing. The manager will then formally look into the complaint with any staff members involved, following the EYFS guidelines, try and come up with a solution and feed this back to the parent.

If this still does not resolve the issue then a formal meeting with the parents and management will take place. This will need to be recorded and all attendees to sign the document and given a copy of the minutes. Any actions must be recorded and the management must act upon these within 5-7 days.

After the meeting's actions have been completed, if the parent is still not happy and would like to take their complaint further then the parent can contact Ofsted. Ofsted information can be found on the parent board.

Contact details for Ofsted:

Email – enquires@ofsted.gov.uk

Telephone – 0300 123 1231

At Braunston Preschool CIO we will keep records of all complaints, including names, dates, what the complaint was about, how it was resolved and any actions that were taken based upon this complaint. A summary of the complaint and actions will be filed in the complaints folder.

The complaints folder will be kept near the parents board for parents to access, this folder will keep all names confidential. Ofsted can also have access to this folder during an inspection.