Complaints and Compliments Policy

Introduction

At Little Stars Pre-school we are committed to providing a safe, stimulating, consistent and accessible service to children and all parents/carers. We always aim to provide high quality services for everyone and believe that parents are entitled to expect courtesy and prompt, careful attention to their individual needs and wishes.

We hope that at all times parents are happy with the service provided, but 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.

Purpose

This policy constitutes:

- The Pre-School's formal complaints procedure and is displayed on our premises at all times.
- The Pre-school's appreciation of positive feedback and compliments

Compliments

A positive working environment is beneficial to staff and children

- We encourage parents to voice their appreciation directly to the staff concerned
- Where compliments are conveyed to the management, we share these with staff.

Complaints procedure

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 Pre-school.

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.

Stage 1

If any parent should have cause for concern or any queries regarding the care or early learning provided by the Pre-school, they should in the first instance take it up with the child's key person or a senior member of staff.

Stage 2

If the issue 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 Pre-school manager. The manager will then investigate the complaint and report back to the parent within 14 working days. The manager will document the complaint fully and the actions taken in relation to it in the complaints folder, which is held electronically. (Most complaints are usually resolved informally at stage 1 or 2.)

Stage 3

If the matter is still not resolved, the Pre-school will hold a formal meeting between the manager, parent and a senior staff member to ensure that it is dealt with comprehensively. The Pre-school 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 complaints procedure, and are given information on how to contact Ofsted. Ofsted is the registering authority for nurseries in England and investigates all complaints that suggest a provider may not be meeting the requirements of the Pre-school's registration. It risk assesses all complaints made and may visit the Pre-school to carry out a full inspection where it believes requirements are not met.

Contact details for Ofsted: Email: enquiries@ofsted.gov.uk Telephone: 0300 123 1231 By post: Ofsted Piccadilly Gate Store Street Manchester M1 2WD

Recording of complaints

A record of formal complaints will be kept in the Pre-school using the Summary Record of Complaint form. The record will include the name of the complainant, the nature of the complaint, date and time complaint received, action(s) taken, result 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.

Ofsted Inspections

Parents will also be informed if the Pre-school becomes aware that they are going to be inspected and after inspection the Pre-school will provide a copy of the report to parents and/or carers of children attending on a regular basis.

Review / Version Control				
Review period - 3 years				
Version	Created	Reviewed	Initials	Changes
Complaints and Compliments Policy (v1.0)	04/2020			
Complaints and Compliments Policy (v2.0)	09/21		DH AP	Partial re-write of policy. Reference to complaints record form included
Complaints and Compliments Policy - Oct24 – v2.1	10/2024		DH AP	Changed template and version control. No changes to wording