Complaints Policy and Procedures

As a member of the Pre-school Learning Alliance we aim to provide the highest quality education and care for all our children. We aim to offer a welcome to each individual child and family and to provide a warm and caring environment within which all children can learn and develop as they play.

We believe children and parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes. Our intention is to work in partnership with parents and the community generally and we welcome suggestions on how to improve our group at any time. Many concerns can be resolved quickly by an informal approach to the appropriate member of staff. If this does not achieve the desired result, the following procedures should be used.

How to complain

- A parent who is uneasy about any aspect of the group's provision should first of all talk over any worries and anxieties with the pre-school manager, or complete our Complaints Form.

- If this does not have a satisfactory outcome within a couple of weeks, or if the problem recurs, the parent should put the concerns or complaint in writing to the pre-school manager or Chair. The parent will receive a written response to the complaint within 28 days of the complaint being received during which time an investigation will have been carried out.

- The next stage is to request a meeting with the pre-school manager or the chair of the management committee. Both parents and the manager should have a friend or partner present if required and an agreed written record of the discussion should be made. The people present at the meeting will be asked to sign the record and will receive a copy of the report.

Most complaints should be resolved informally or at this initial stage.

- If the matter is still not sorted out to the parent's satisfaction, the parent should again contact the chair . At this point, if parent and group cannot reach agreement, it might be helpful to invite an external mediator, one who is acceptable to both parties, to listen to both sides and offer advice. A mediator has no legal powers but can help to define the problem, review the action so far and suggest further ways in which it might be resolved.

    - Staff or volunteers within the Pre-school Learning Alliance or Early Years and Extended Services Team will be available to act as mediator if both parties wish it.

    - The mediator will keep all discussion confidential. They will meet with the group if requested and will keep an agreed written record of any meetings that are held and of any advice they have given.

Updated 08/09/2026

The involvement of a mediator represents the final stage in the complaints procedure. When the mediator has concluded her/his investigations, a final meeting between the parent, the leader and the manager is held. The purpose of this meeting is to reach a decision on the action to be taken to deal with the complaint. The mediator's advice is used to reach this conclusion. The mediator is present at the meeting if all parties think this will help a decision to be reached.

A record of this meeting, including the decision on the action to be taken, is made. Everyone present at the meeting signs the record and receives a copy of it. This signed record signifies that the procedure has concluded.

The role of the registering authority

In some circumstances, it will be necessary to bring in the registering body, which has a duty to ensure laid down requirements are adhered to and with whom the Early Years and Extended Services Team works in partnership to encourage high standards. The registering authority would be involved if a child appeared to be at risk or where there seemed to be a possible breach of registration requirements. In these cases both parent and pre-school would be informed and the Early Years and Extended Services Co-ordinator would work with the registering body to ensure a proper investigation of the complaint followed by appropriate action.

Registering Body:
The Complaints Manager
Ofsted National Business Unit
Piccadilly Gate
Store Street
Manchester
M1 2WD
0300 123 1231

We believe that most complaints are made constructively and can be sorted out at an early stage. We also believe that it is in the best interests of the pre-school and parents that complaints should be taken seriously and dealt with fairly and in a way which respects confidentiality.

This policy was adopted on:.....

Signed on behalf of the setting……..

Date of next review:.....

Complaints Form

Form Completed by:

Complaint initiated by: On .....(date)

Complaint: is it in writing yes/no (If it is in writing, please attach a copy to this form) If it is verbal, write details here:

Investigation of complaint:

Complaint upheld/rejected. If upheld, detail action below

Updated 08/09/2026

Parent/carer informed of outcome in writing on ……(date)

Parent/carer happy/unhappy with outcome

Further action, if any. Including informing Ofsted