



Complaints Procedure

Statement of Intent

Our pre-school 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 school and will pay serious attention to any concerns regarding the running of the pre-school. We anticipate 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 school to a satisfactory conclusion for all parties involved.

Methods

To achieve this, we operate the following complaints procedure:

How to complain

Stage 1

- Any parent who is uneasy about an aspect of the pre-school's provision firstly addresses his/her worries and/or anxieties with the keyworker.

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 the Early Years' Manager.
- Most complaints should be able to be resolved informally at Stage 1 or at Stage 2.

Stage 3

- The parent requests a meeting with the Early Years' Manager and or the Directors of Stocktonia Ltd. Both the parent and the keyworker attending the meeting should have a friend or partner present, if required. An agreed written record of the discussion is made. All parties present at the meeting sign the record and receive a copy of it.
- This signed record signifies that the procedure has concluded.

Stage 4

- If at the Stage 3 meeting the parent and pre-school cannot reach agreement, an external mediator is invited to help to settle the complaint. This person should be acceptable to both parties, listen to both sides and offer advice. A mediator has no legal powers but can help to define the problem, review the action to-date and suggest further ways it can be resolved.
- The mediator keeps all discussion confidential. S/he can hold separate meetings with the school personnel (school leader and the management) and the parent, if this is decided to be helpful. The mediator keeps an agreed written record of any meetings that are held and of any advice s/he gives.

Stage 5

- When the mediator has concluded her/his investigations, a final meeting between the parent, the school leader and the management 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 Office for Standards in Education, Early Years Directorate (Ofsted)

Parents may approach Ofsted directly at any stage of the complaints' procedure. In addition, where there seems to be a possible breach of our registration requirements, Ofsted must be involved as the registering and inspection body with a duty to ensure adherence to the EYFS Statutory Guidance.

The telephone number of Ofsted Early Years Complaints Line: 0300 123 4666 or email enquiries@ofsted.gov.uk

Ofsted
Piccadilly Gate
Store Street
Manchester M1 2WD

Email: enquiries@ofsted.gov.uk

These details are displayed on our school's notice board.

If a child appears to be at risk, our school follows the procedures of the Local Safeguarding Children Partnership in our local Authority.


In these cases, both the parent and school are informed, and the school leader works with Ofsted or the LSCP to ensure a proper investigation of the complaint followed by appropriate action.

Records

A record of complaints against our school and/or the children and/or the adults working in our school is kept, including the date, the circumstances of the complaint and how the complaint was managed.

Review

This Procedure has been reviewed and updated on **31st July 2025** by



Jenny Moore, BA EYPS
Early Years' Manager
Stockton House Pre-School