

MANEA PRESCHOOL

Complaint's procedure

Manea Pre-school believes that children and parents/carers are entitled to expect courtesy and prompt, careful attention to their needs and wishes. We welcome suggestions on how to improve our setting and will give prompt and serious attention to any concerns about the running of the setting. We anticipate that 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.

We aim to bring all concerns about the running of our setting to a satisfactory conclusion for all of the parties involved.

Methods

To achieve this, we operate the following complaints procedure. All settings are required to keep a 'summary log' of all complaints that reach stage 2 or beyond. This is to be made available to parents/carers (within GDPR rules) as well as to Ofsted inspectors.

Making a complaint

Stage 1

1 Any parent/carer who has a concern about an aspect of the setting's provision talks over, first of all, their worries and anxieties with the setting manager. If the concern is regarding the preschool manager then this stage can be discussed with the EYFS leader.

2 Most complaints should be resolved amicably and informally at this stage.

Stage 2

1 If this does not have a satisfactory outcome, or if the problem recurs, the parent/carer moves to Stage 2 of the procedure by putting the concerns or complaint in writing to the setting manager and the School Head, or chair of the management committee.

2 For parents/carers who are not comfortable with making written complaints, we

can provide a template form which can be completed with the person in charge and signed by the parent/carer.

3 The setting stores written complaints from parents/carers in the child's personal file. However, if the complaint involves a detailed investigation, the setting manager may wish to store all information relating to the investigation in a separate file designated for this complaint.

4 When the investigation into the complaint is completed, the setting manager meets with or responds in writing to the parent/carer to discuss the outcome and to explain that the complaint has been handled following the complaints procedure.

5 When the complaint is resolved at this stage, the summative points are logged in the Complaints Summary Record.

Stage 3

1 If the parent/carer is not satisfied with the outcome of the investigation, the school's own complaints procedure stage two will come into effect. They request a meeting with the setting manager and the School Head. The parent/carer should have a friend or partner present if required and the manager should have the chairperson of the management committee or the settings leader present.

2 An agreed written record of the discussion is made as well as any decision or action to take as a result. All of the parties present at the meeting sign the record and receive a copy of it.

3 This signed record signifies that the procedure has concluded. When the complaint is resolved at this stage, the summative points are logged in the Complaints Summary Record.

Stage 4

1 If at the Stage 3 meeting the parent/carer and setting 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 so far and suggest further ways in which it might be resolved.

2 The mediator keeps all discussions confidential. They hold separate meetings with the setting personnel (setting leader and chair of governors) and the parent/carer, if this is decided to be helpful. The mediator keeps an agreed written record of any meetings that are held and of any advice they give.

Stage 5

1 When the mediator has concluded their investigations, a final meeting between the parent/carer, the setting manager, School Head and chair of governors/pre-school leader 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.

2 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) and the Local Safeguarding Children Board.

1 Parents/carers may approach Ofsted directly at any stage of this complaints procedure. In addition, where there seems to be a possible breach of the setting's registration requirements, it is essential to involve Ofsted as the registering and inspection body with a duty to ensure that the Welfare requirements are adhered to.

2 The address and telephone number of Ofsted is

Tel 0300 123 4666. You can e-mail at enquiries@ofsted.gov.uk

OFSTED, Piccadilly Gate, Store Street, Manchester, M1 2WD

---

www.ofsted.gov.uk/childcare

These details are displayed in our setting's entranceway.

4 If a child appears to be at risk, our setting follows the procedures of the Local Safeguarding Children Board in our local authority.

5 In these cases, both the parent/carer and setting are informed and the setting manager works with Ofsted or the Local Safeguarding Children Board to ensure a proper investigation of the complaint, followed by appropriate action.

Records

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

Approved March 2026

2 The outcome of all complaints is recorded in the Complaints Summary Record which is available for parents/carers and Ofsted inspectors on request.