**St George Preschool CIO**

**Complaints Procedure**

We aim to provide a high quality, efficient and accessible service to parents/carers and their children. At regular intervals the management and staff team meet to discuss and review the daily running of the setting as well as possible improvements to the services offered by the setting. However, from time to time a complaint may arise about some aspect of the Preschool or an individual member of staff. The intent of the Preschool is to be able to resolve and problems, informally as soon as they occur.

**Stage One**

Misunderstandings often arise through a simple breakdown in communication and if we do not know of concerns, we can do nothing to resolve them. A straightforward informal discussion between those involved may be all that is needed to settle the matter. Our hope is that most issues can be resolved at this stage.

If it is not possible to resolve the issue informally, there is a formal complaints procedure that must be followed. This is laid out below.

**Stage Two**

You should ask a member of the team for the name and telephone number of the Preschool manager. You need not discuss the complaint with the member of staff if you do not wish to.

Contact the manager and voice your complaint. The manager may deal with the complaint directly or call a meeting with other members of the management team and yourself to discuss the complaint in detail. If a meeting is called, the management will investigate the complaint within 10 working days. If the complaint involves another parent or staff member, they may be asked to attend as well to answer any appropriate questions. Any witnesses to the complaint/incident may also be called to attend the meeting. A written record of the meeting will be made.

**Stage Three**

If stages one and two do not produce a satisfactory resolution to the situation, you should put your complaint in detail and in writing to the registered person. Relevant names, dates, evidence and any other important information pertaining to the complaint should be included.

We will acknowledge the receipt of the complaint as soon as possible – within three working days at least – and fully investigate the matter within 10 working days. If there is any delay, we will advise you of this and offer an explanation. The registered person will be responsible for sending you a full and formal response to the complaint.

The formal response to the complaint will be sent to you and any relevant others. The response will include recommendations for dealing with the complaint and for any amendments to our policies or procedures emerging from the investigation.

The registered person will arrange a time to meet with you and any other relevant individuals to discuss the complaint and our response to it. The registered person will judge if it is best for all parties to meet together of if individual meetings are more appropriate.

**If you are still unhappy**

If you are unhappy with the result and your complaint relates to one or more of the Early Years Foundation Stage Safeguarding and Welfare Requirements, you may raise your complaint with Ofsted:

Ofsted

National Business Unit

Piccadilly Gate

Store Street

Manchester

M1 2WD

Tel: 03001231231 Website: [www.ofsted.gov.uk](http://www.ofsted.gov.uk)

A full written report of the complaint will be made by the setting.

Date Agreed: September 2017 Review Date: September 2018

Signed by: Sharon Carstairs Signature

Role of Signatory: Preschool manager

**Registered charity no: 1173714 Ofsted no: EY552624**

Further information

* A copy of the “Parents – Ofsted contact number” poster must be displayed on the notice board of the registered provision
* As a registered provider, all written complaints relating to the Safeguarding and Welfare requirements must be investigated and the complainant notified of the outcome of the investigation within 28 days of having received the complaint
* Registered providers must provide Ofsted, on request, with a written record of all complaints made during any specified period, and the action which was taken as a result of each complaint
* The record of complaints will be kept for at least 3 years from the date of completion, or longer if there is an outstanding query

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