

Complaints Procedure

Statement of intent

Little Sunbeams Preschool (Fareham) believes that children and parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes. We (The Management) welcome suggestions on how to improve our pre-school and will give prompt and serious attention to any concerns regarding the running of our setting. We anticipate that most concerns will be resolved quickly by an informal approach to the appropriate member of staff. However 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 regarding the running of our setting to a satisfactory conclusion for all of the parties involved. To achieve this, we operate the following complaints procedure.

How to complain:

Stage 1

- a) Any parent who is uneasy about any aspect of the pre-school's provision initially discusses his/her worries and anxieties with their child's keyperson or co-keyperson.

Stage 2

- a) 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 a manager who will investigate the complaint.
- b) The manager must inform the Chairperson of the committee that a written complaint has been received.
- c) The complainant can expect a written reply in acknowledgement of receipt of the complaint, as well as indication of how and when the complaint will be addressed, within 5 working days.

Most complaints should be able to be resolved informally at stage 1 or at stage 2.

Stage 3

- a) When a formal complaint has been fully investigated, the Chairperson should ensure that the person who made the complaint is informed, in writing, of the outcome within 28 days of the date of the complaint.

Stage 4

If the person who made the complaint is not satisfied with the outcome of the complaint, they should contact Ofsted, whose details are as follows:

Early Years Ofsted, National Business Unit, Piccadilly Gate, Store Street, Manchester M1 2WD
Tel: 0300 123 1231 Email: enquiries@ofsted.gov.uk

Complaints re: Data

For information regarding how we use and store your data please see our Privacy Notice for Parents and Carers. We are registered with the Information Commissioner's Office (ICO).

If you have a complaint relating to the way we have handled your data and still remain dissatisfied after raising your concern with us, the ICO can be contacted at the following address: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or at www.ico.org.uk

Records

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

Version	Changes made	Author	Date
1.0	Baseline version	Lyn D	12 th Oct 2015
1.1	Change of wording to: Stage 2 b) and Stage 3 a) to include reference to Chairperson of the committee	Lyn D	19 th Nov 2015
1.1	Reviewed, no changes made	Lyn D	06 th Nov 2016
1.2	Added telephone number and email contact details for Ofsted	Lyn D	16 th Feb 2018
1.3	Added info re complaint concerning data	Lyn D	1 st Aug 2018
1.3	Reviewed, no changes made	Lyn	22 nd July 2019