

Recreation Ground  
Huntersfield  
Stanford in the Vale  
Faringdon  
Oxfordshire SN7 8LR



### 4.3.3 - PARENT'S COMPLAINTS POLICY

Revised January 2018

#### Statement of intent

As a member of the Pre-school Learning Alliance (PSLA), Stanford Pre-school aims 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.

At Stanford Pre-school, we believe 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 provision and will give prompt and serious attention to any concerns about the running of the pre-school. 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. It is our aim to bring all concerns about the running of our pre-school to a satisfactory conclusion for all of the parties involved.

#### Procedures

All settings are required to keep a written record of any complaints that reach stage two and above, and their outcome. This is to be made available to parents, as well as Ofsted Inspectors on request.

#### Making a complaint

##### Stage 1

- Any parent who is uneasy about an aspect of Stanford Pre-school's provision should, in the first instance, talk over his/her worries and anxieties with the pre-school Manager.
- Most complaints should be resolved amicably and informally at this stage.
- We record the issue, and how it is resolved, in the child's file.



If a satisfactory outcome  
is not reached or the  
problem recurs

##### Stage 2

- The parent is to put the concerns or complaint in writing (via letter not email) to the Manager and the Committee Chairperson. For parents who are not comfortable with making written complaints, there is a template form for recording complaints in the Quality Assurance folder.
- We must investigate all written complaints relating to our fulfilment of the Early Years Foundation Stage requirements and notify complainants of the outcome of the investigation within 28 days of receipt.

- Such written complaints will be logged in the child’s personal file and our Quality Assurance Folder in the Parental Complaints Section. Copies of the actual written complaint containing names and other confidential information, including copies of letters written by Stanford Pre-school, will be kept in our confidential complaints record along with the Outcome following each complaint. Parents may only access records concerning their complaint, and will be informed of the outcome through a meeting with the setting manager and Chair. Ofsted may also have access to this confidential record upon request.
- Most complaints can be resolved informally at either Stage 1 or Stage 2.



If problem is not resolved

### Stage 3

- The parent requests a meeting with the pre-school Manager and the Committee’s Chairperson. The parent may have a friend or partner present if they prefer and the Pre-school Manager will have the support of the management team.
- An agreed written record of the discussion is made, along with 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.
- This signed record signifies that the procedure has concluded. When the complaint is resolved at this stage, we log the summative points in our Quality Assurance Folder in the Parental Complaints Section.



If parent and pre-school cannot reach an agreement

### Stage 4

- 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.
- Staff or volunteers within the PLA are appropriate persons to be invited to act as mediators.
- The mediator keeps all discussion confidential. S/he can hold separate meetings with Stanford Pre-school personnel (Manager and Committee Chairperson) and the parent, if this is deemed to be helpful. The mediator keeps an agreed written record of any meetings that are held and of any advice s/he gives.



When the mediator has concluded his/her investigations

### Stage 5

- A final meeting between the parent, the Manager and the Chairperson 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) and the Local Safeguarding Children Board.**

- Parents may approach Ofsted directly at any stage of this complaints procedure. In addition, where there seems to be a possible breach of our registration requirements, it is essential to involve Ofsted as the registering and inspection body with a duty to ensure the Safeguarding and Welfare Requirements of the Early Years Foundation Stage are adhered to.
- The address and telephone number of our Ofsted Regional Centre are:  
**Ofsted**  
**Piccadilly Gate**  
**Store Street**  
**Manchester**  
**M1 2WD**  
 Telephone No: 0300 123 1231
- Stanford Pre-school’s Ofsted Reference Number: EY419941
- These details are displayed on the pre-school's notice board.
- If a child appears to be at risk, Stanford Pre-school follows the procedures of the Local Safeguarding Children Board in our local authority. In these cases, both the parent and pre-school are informed and the pre-school Manager works with Ofsted or the Local Safeguarding Children Board to ensure a proper investigation of the complaint followed by appropriate action.

**Records**

A record of complaints against Stanford Pre-school and/or the children and/or the adults working in our pre-school is kept in the Quality Assurance Folder, including the date, the nature of the complaint, how the complaint was dealt with and details of the investigation outcome and the actions taken. Any additional paperwork relating to the complaint will also be kept on record. Records are kept for 3 years after the complaint was made.

This policy was adopted at a meeting of Stanford in the Vale Pre-school Committee

Held on \_\_\_\_\_ (date)

Date to be reviewed \_\_\_\_\_ (date)

Signed on behalf of the management committee \_\_\_\_\_

Name of signatory \_\_\_\_\_

Role of signatory (e.g. chair/owner) \_\_\_\_\_