



Complaints Procedure

Corby Glen Preschool is committed to provide a safe, stimulating environment ensuring a consistent and accessible service that meets the needs of the children and families attending.

We welcome suggestions on how to improve our setting and we give prompt and serious attention to any concerns about the running of the setting.

Stage One

- Any parent/carer who has a concern about any aspect of the setting is encouraged to discuss this with the Manager.
- Most complaints should be resolved informally at this age.
- The complaint and outcome will be recorded.

Stage Two

- If the parent/carer is not satisfied with the response/outcome, the parent/carer will proceed to stage 2 and put the complaint in writing to the Manager.
- The written complaint will be stored and recorded in the complaints log, which is a requirement of the EYFS.
- The Manager will investigate the complaint and record a detailed account of how the complaint is resolved.
- When the complaint has been investigated the Manager will discuss the outcome with the parent carer.
- The setting will undertake to resolve the complaint within 5 working days.

Stage Three

- If the parent/carer is not satisfied with the outcome of the investigation he/she should request a meeting with the Chair of Committee.
- The complaint will be discussed and a written record of the discussion will be kept and a decision made and any action taken.
- All parties present at the meeting will sign and date the written record and receive a copy. The record will be stored in the complaints log.
- The signed record signifies that the procedure has concluded.

Stage Four

- Should the matter remain unresolved, OFSTED can be contacted at the following address:

OFSTED
Complaint Investigation and Enforcement Team (CIE)
Royal Exchange Buildings
St Anne’s Square
Manchester
M2 7LA

Tel: 03001231231

The complaints procedure and above details will be displayed PROMINENTLY within the setting.

Parents may approach Ofsted directly at any stage of this complaint procedure.

In addition, where it is deemed that there is a breach of the of the setting’s registration requirements, it is essential to involve Ofsted, as the registering and inspection body, who has a duty to ensure the EYFS requirements are met.

If a child appears to be at risk the setting will follow the procedure stated by the Local Safeguarding Children’s Board. In these cases the settings Manager will work with Ofsted and /or the Local Safe Guarding Children’s Board to ensure investigation of the complaint, following by appropriate action.

All complaints against our setting, and or the children and/or the adults working in our setting, will be recorded in detail in the complaints log which will be made available to parents and Ofsted.

The Chair and Manager are responsible for managing complaints. Any complaints recorded will be recorded/stored and then destroyed following correct retention periods and following our confidentiality policy and data protection GDPR guidance.

This policy has been adopted by Corby Glen Preschool.

Signed on behalf of the setting by:

.....Chair

.....Manager

Date:

Review Date: