



Ditton Church Pre-School



Complaints Procedure

Ditton Church Pre-school is committed to providing 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 will give prompt and serious attention to any concerns about the running of the setting. Parent questionnaires are sent out periodically to determine parent's feelings on the service we are providing.

It is the hope of Ditton Church Pre-school that all concerns will reach a satisfactory conclusion for all concerned. To help us to achieve that outcome the following procedures will be followed:

Stage 1

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

Stage 2

- 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 Supervisor or Chair within five days.
- All complaints will be recorded in the Complaints Log which is a requirement of the EYFS.
- The setting will formally acknowledge the complaint within 48 hours.
- The Supervisor or Chair will investigate the complaint and record a detailed account of how the complaint is resolved.
- When the complaint has been investigated the Supervisor or Chair will notify the complainant of the outcome within 28 days of having received the complaint.



Stage 3

- If the parent is not satisfied with the outcome of the investigation, he or she requests a meeting with the Supervisor and the Chair. The parent should have a friend or partner present if required and the Supervisor should have support of the Chair or in the case of the complaint being against the Supervisor another member of the Management Committee should be present with the Chair.
- An agreed written record of the discussion is made as well as any decision or action to take as a result. All parties present should sign the record and receive a copy.
- The signed record signifies that the procedure has concluded. When a complaint is resolved at this stage, the summative points are recorded.
- The final decisions lie with the Chair and this decision is final.

Stage 4

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

Ofsted
The National Business Unit
Piccadilly Gate
Store Street
Manchester
M1 2WD

Telephone No: 0300 123 1231

Email: CIE@ofsted.gov.uk

This policy was adopted by the:

Ditton Church Pre-School Management Committee

Date:

June 2025

**Signed on behalf of the Management
Committee:**

Role of signatory:

Chair of Management Committee

Next review date:

June 2027