



# Complaints Procedure 2024-2025

At Enchanted Wood Preschool we believe that parents are entitled to expect courtesy and prompt, careful attention to their individual needs and wishes. We always hope that parents are happy with the service provided and we encourage parents to voice their appreciation to the staff concerned.

We record all compliments and share these with staff.

We welcome any suggestions from parents on how we can improve our services and will give prompt and serious attention to any concerns that parents may have. Any concerns will be dealt with professionally and promptly to ensure that any issues arising from them are handled effectively and to ensure the welfare of all children, enable ongoing cooperative partnership with parents and to continually improve the quality of the nursery.

We have a formal procedure for dealing with complaints where we are not able to resolve a concern. Where any concern or complaint relates to child protection, we follow our \*Safeguarding/Child Protection Policy.

## Internal complaints procedure

### Stage 1

If any parent should have cause for concern or any queries regarding the care or early learning provided by the preschool, they should in the first instance take it up with the child's key person or site manager.

### Stage 2

If the issue remains unresolved or parents feel they have received an unsatisfactory outcome, then they must present their concerns in writing as a formal complaint to the preschool manager. The manager will then investigate the complaint and report back to the parent within [between five and 21 working days]. The manager will document the complaint fully and the actions taken in relation to, filing in complaints folder. (Most complaints are usually resolved informally at stage 1 or 2.)

### Stage 3

If the matter is still not resolved, the preschool will hold a formal meeting between the manager, parent, and a senior staff member to ensure that it is dealt with comprehensively. The preschool will make a record of the meeting and document any actions and make smart targets. All parties present at the meeting will review the accuracy of the record and be asked to sign to agree it and receive a copy. This will signify the conclusion of the procedure.

### Stage 4

If the matter cannot be resolved to their satisfaction, then parents have the right to raise the matter with Ofsted. Parents are made aware that they can contact Ofsted at any time they have a concern, including at all stages of the complaint's procedure, and are given information on how to contact Ofsted. Ofsted is the registering authority for nurseries in England and investigates all complaints that suggest a provider may not be meeting the requirements of the nursery's registration. Its risk assesses all complaints made and may visit the preschool to carry out a full inspection where it believes requirements are not met.

A record of complaints will be kept in the preschool. The record will include the name of the complainant, the nature of the complaint, date and time complaint received, action(s) taken, smart targets, result of any investigations and any information given to the complainant including a dated response.

Parents will be able to access this record if they wish; however, all personal details relating to any complaint will be stored confidentially and will be only accessible by the parties involved. Ofsted inspectors will have access to this record at any time during visits to ensure actions have been met appropriately.

## Ofsted Contact Details

An Ofsted Parent's Poster is always displayed on the Parent's Notice Board providing Ofsted contact information.

Contact details for Ofsted:

Email: [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)

Telephone: 0300 123 1231

By post: Ofsted Piccadilly Gate Store Street Manchester M1 2UD



# Complaints Record

Date of complaint:		
<b>Source of complaint</b>		
<b>Nature of complaint</b>		
Please tick all welfare requirements that relate to complaint		
<b>Safeguarding and promoting children’s welfare</b>		
Safeguarding		
Information and complaints		
Premises and security		
Outings		
Equality of opportunities		
Medicines		
Illnesses and Injuries		
Food and drink		
Smoking		
Behaviour management		
<b>Suitable people</b>		
Safe recruitment		
Adults looking after children are suitable		
Alcohol and other substances		
Qualifications		
Staffing arrangements		
<b>Suitable premises</b>		
Risk assessment –outdoor and indoor spaces furniture, equipment and toys		
Premises		
<b>Organisation</b>		
<b>Documentation</b>		
Data		
Providers records		



# Complaints Record

**Please give details of the complaint:**

**How it was dealt with?**

Internal investigation		Please give details of any internal investigation or attached and
Investigation by Ofsted		
Investigation by other agencies (please state)		

**Actions and outcomes**

Internal actions		Please give details
Actions agreed with Ofsted		
Changes to conditions of registration		
Other action taken by Ofsted		
No action		
Actions imposed or agreed with other agencies		

**Has a copy of this record been shared with parents:**

Name of recorder:	Date notified to Parent: (EYR and OCR within 28 days)
Position:	Date Completed:

NAME:	SIGNATURE:
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This document has been designed to meet EYFS specific legal requirement for Information and Complaints on page 23 statutory guidance.