

Community Preschools Complaints Policy

Community Pre-schools are committed to providing a safe, inclusive, and supportive environment for all. This Complaints Policy ensures that everyone's concerns are addressed fairly, confidentially, and in a timely manner. The policy upholds the values of respect, equity, and accountability and is aligned with national and local regulatory frameworks, including safeguarding and child protection requirements.

This policy applies to:

- Parents and carers of children enrolled at the preschool
- Current and prospective staff members
- Managers of Community Pre-schools
- Volunteers and visitors
- External agencies or service providers engaged with the preschool

It covers complaints relating to any aspect of the preschool's operations, including but not limited to:

- Safeguarding Concerns
- EYFS programming and curriculum
- Relationships and communication
- Health, safety, and wellbeing
- Facilities and resources
- Staff conduct or performance
- Administrative processes and decisions
- Alleged breaches of policy, legislation, or professional standards

Principles

- **Respect:** All parties to a complaint will be treated with dignity and respect.
- **Confidentiality:** Complaints will be managed discreetly, with information only shared on a need-to-know basis.
- **Accessibility:** The complaints process will be easily accessible and communicated clearly to all community members.
- **Impartiality:** Complaints will be investigated objectively and fairly, free from bias or conflict of interest.
- **Responsiveness:** Complaints will be acknowledged promptly, and efforts will be made to resolve them as quickly as possible.
- **No Detriment:** No individual will suffer adverse consequences as a result of lodging a complaint in good faith.
- **Continuous Improvement:** The Managers of Community Pre-schools will use feedback from complaints to improve services and processes.

Definitions

- Complaint: An expression of dissatisfaction, concern, or grievance about any aspect of the preschool.
- Complainant: The individual or group making the complaint.
- Respondent: The individual, group, or entity about whom the complaint is made.
- Resolution: The outcome or decision regarding the complaint, which may involve actions to address the issue.

Raising a Complaint

- Complaints should be raised as soon as possible after the issue arises.
- Complaints may be made verbally (in person or by telephone) or in writing (email, letter, or online form).
- Where possible, the complainant is encouraged to address concerns directly with the person involved in an informal manner.
- If the matter cannot be resolved informally, a formal complaint should be lodged with the Community Preschool's managers
- Anonymous complaints will be considered but may be more difficult to investigate and resolve.

Contact Details:

Hall Lane: Rebecca Burton 07794 904974 emailajandruburton@outlook.com

Ravenstone: Gemma Newbold 07470193651 emailravenstonepreschool@outlook.com

Contact Details for Safeguarding Concerns against personnel within the settings

Leicestershire County Council LADO Allegations Line: 0116 305 4141

LADO email for referrals and new enquiries: CFS-LADO@leics.gov.uk

Ofsted Details:

Ofsted: Piccadilly Gate, Store Street Manchester M12WD
0300 123 4666 www.ofsted.gov.uk

Acknowledgement and Documentation

- All formal complaints will be acknowledged in writing within 28 working days of receipt.
- A record of the complaint will be kept, including the nature of the concern, relevant parties, actions taken, and outcomes.

Investigation

- Community Pre-schools management or an impartial delegate will investigate all formal complaints promptly and thoroughly.
- Both the complainant and respondent will be given the opportunity to present their views, submit evidence, and respond to information gathered.
- The management will seek to complete investigations within 28 working days of acknowledgement, where practicable.
- Complex complaints may require additional time, in which case the complainant will be kept informed of progress.

Resolution

- Outcomes may include an explanation, apology, mediation, change in practice or policy, staff training, or other appropriate actions.
- The decision and rationale will be communicated to the complainant and respondent in writing.
- If dissatisfied with the outcome, the complainant may request a review or appeal as outlined below.

Review and Appeal

- Requests for review or appeal must be made within 28 working days of the original decision.
- The appeal will be considered by an independent person or panel not involved in the initial investigation.
- The appeal process will be completed within 15 working days where possible, and the final decision communicated in writing.
- If the complainant remains dissatisfied, they may contact relevant external authorities (e.g., regulatory bodies, LADO).

Record Keeping and Confidentiality

- All complaint records will be stored securely and only accessible to authorised personnel.
- Records will be retained in accordance with legal and regulatory requirements.
- Statistical data on complaints (with personal details removed) will be reported to the preschool's governing body for quality assurance purposes.

Communication of the Policy

- This policy will be available on the preschool's website and in printed form upon request.
- Staff, parents, and carers will be informed of the policy at enrolment and during induction or orientation.
- Regular reminders and updates will be provided to ensure ongoing awareness.

Roles and Responsibilities

- **Ofsted Governing Body:** Oversees implementation and regular review of the policy; receives de-identified reports on complaints and outcomes.
- **Preschool /Managers:** Ensures staff are trained in the policy, oversees the complaints process, and fosters a positive culture.
- **Staff:** Respond to concerns professionally and refer unresolved matters to the appropriate person.
- **Parents/Carers:** Raise concerns promptly and engage respectfully in the complaints process.
- **LADO:** Oversees allegations of abuse or misconduct against people who work with children

Training and Awareness

- All staff will receive training on the policy and procedures during induction and as part of ongoing professional development.
- Scenario-based training will be used to ensure understanding and effective responses to complaints.
- Staff will be encouraged to reflect on feedback and seek guidance as needed.

Monitoring, Evaluation, and Review

- The policy will be reviewed at least every two years or following a serious incident or legislative change.
- Feedback from staff, parents, carers, and other stakeholders will inform revisions.
- Monitoring data on complaints will be used to identify trends and areas for improvement.

Related Policies and Legislation

- Child Protection Policy
- Code of Conduct
- Health and Safety Policy
- Privacy and Confidentiality Policy
- Relevant national and local laws and regulations governing early childhood education and care