



Complaints Policy and Procedure

St Helen's 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.

It is the hope of St Helen's Pre-School that all concerns will reach a satisfactory conclusion for all concerned.

To help us to achieve that outcome the following procedure 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 Manager.
- 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 Manager sthelens.manager@gmail.com
- All complaints will be recorded in the Complaints Log, which is a requirement of the EYFS.
- Manager will investigate the complaint and record a detailed account of how the complaint is resolved.
- The setting will formally acknowledge the complaint within 5 working days.
- When the complaint has been investigated the Manager will notify the complainant of the outcome within 28 days of having received the complaint.

Stage 3

- If the parent/carer is not satisfied with the outcome of the investigation he/she should request a meeting with the Manager and contact Committee Chairperson sthelens.committee@gmail.com
- The complaint will be discussed and a written record of the discussion and agreed decision or action made.
- 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 4

- Should the matter remain unresolved, parent/carer can contact:
The Early Years Advisor (Local Authority) 01603 222900
OFSTED 0300 123 4666

Government Funding

Parents/carers who are not satisfied that their child is receiving the free entitlement in the correct way (as set out in the funding agreement and in Early Education and Childcare Statutory guidance for local authorities), a complaint can be submitted directly to the Manager or Committee.

The Complaints Procedure and above details will be displayed prominently within the setting. In addition, the policy is always available in the room and available on request.

The Complaints policy is included in our enrolment pack and given to every family during our registration process/ home visits.

Parents may approach the above contacts directly at any stage of this Complaints Procedure.

In addition, where it is deemed that there is a breach 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 at the setting, follow the procedure of Norfolk Safeguarding Children Board's procedures and contact the Local Authority Designated Officer (LADO). The LADO can be contacted on **01603 223473**, all referrals or consultations a form needs to be completed. These can be found on the NSCB website www.norfolkscb.org under 'People working with children' and click on 'How to make a referral' and the duty LADO will contact you, once they have read the completed form.

In these cases, the Manager/ St Helen's Pre-School Committee will work with the Norfolk Safeguarding Children's Board to ensure investigation of the complaint, followed 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 Inspectors.

Other Relevant Policies

To underpin the values and ethos of St Helen's Pre-School and our intent to ensure our children/young people are appropriately safeguarded the following policies are also included under our safeguarding umbrella;

Safeguarding and Child Protection
Safer Recruitment
Behaviour
ICT
Social Media
Code of Conduct
Confidentiality
Health and Safety
Whistle Blowing
First aid

This policy has been adopted by St Helen's Pre-School
Signed on behalf of the setting by:

.....Chairperson on behalf of St Helen's Committee

..... Manager

Date: May 2017

Review Date: May 2018