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Play, Learn and Grow Together – Our Passion is Their Future

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Email: [sthelens.committee@gmail.com](mailto:sthelens.committee@gmail.com)

Email: [sthelens.manager@gmail.com](mailto:sthelens.manager@gmail.com)

Website: [www.sthelenspreschool.org](http://www.sthelenspreschool.org)

Phone No: 01603 749901

Ofsted No: 2548280

Charity No: 1036697

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## Complaints Policy

### Policy Statement

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](mailto:sthelens.manager@gmail.com)
- All complaints will be recorded in the Complaints Log, (**appendix a**) 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](mailto: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 (**appendix b**) and given to every family during our settling in 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 [LADO@norfolk.gov.uk](mailto:LADO@norfolk.gov.uk), all referrals or consultations a form needs to be completed. These can be found on the NSCB website [www.norfolkscb.org](http://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.

**Information and Record Sharing  
Complaints Policy**

This policy has been adopted by St Helen's Pre-School

Signed on behalf of the setting by:

..... Chairperson

..... Manager

Date: June 2021

This policy runs in conjunction with the following policies:

- Safeguarding and Child Protection
- Safer Recruitment
- Behaviour
- ICT
- Social Media
- Confidentiality
- Health and Safety
- Whistle Blowing
- First Aid
- Charging
- GDPR

**Relevant Guidance and Legislation**

- Early education and childcare - Statutory guidance for local authorities - June 2018  
[https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/718179/Early\\_education\\_and\\_childcare-statutory\\_guidance.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/718179/Early_education_and_childcare-statutory_guidance.pdf)
- Statutory Framework for the Early Years Foundation Stage (applies from 1 September 2021)  
<https://www.gov.uk/government/publications/early-years-foundation-stage-framework--2>
- Working Together to Safeguard Children 2018  
<https://www.gov.uk/government/publications/working-together-to-safeguard-children--2>

**Appendices** – Please note appendices are held at the Pre-School, please ask to view

- a) Complaints Log
- b) Enrolment Pack

**St Helen's Pre-School is committed to safeguarding and promoting the welfare of children and young people and expects all staff, students and volunteers to share this commitment.**