Complaints Policy

Little Elms aims to provide the highest quality care and education for the children attending Little Elms Preschool. We will endeavour to ensure the children are happy during their time at Little Elms and that parents and carer are satisfied with the quality of care given by the preschool. Little Elms will listen to and take seriously any concerns or issues raised by parents and take the appropriate seps to resolve any problems. Little Elms has written this policy ensuring that best practices and procedures ae carried out at the preschool and that it complies with the legal requirements of the EYFS statutory framework.

Staff are able to manage complaints however if a complaint is made against a member of staff or a key worker, then the preschool managers will deal with the complaint.

Stage 1

- In the event of a complaint by a parent or carer regarding an aspect of the preschools work or about a member of staff, it should in most cases be possible to resolve the problem by discussing the situation with the individual concerned and come up with a mutually agreed solution. The preschool is committed to an open-door policy with parents and welcomes any comments about the quality of the preschools service. All negative points will be acted upon and necessary changes made immediately.

- In the first instance of a concern parents are asked to speak directly with the relevant member of staff. If this is not viable, then they will need to speak to the preschool manager. The manager will seek to resolve any issues in a calm and professional manner.

- If the situation is still not resolved to the satisfaction of the complaint then stage 2 of the procedure will come into operation.

Stage 2

- If stage 1 hasn't managed to resolve the complaint, then the complaint will need to be made in writing to the manager of the preschool.

- Little Elms will then acknowledge receipt of the complaint within 3 working days by writing to the complainant. The complaint will then be fully investigated within 28 working days. If an unforeseen delay occurs the complainant will be notified immediately and given an expected date for the reply and resolution.

- If we believe the issue has child protection implications, the Designated safeguarding lead will be informed, and the safeguarding policy will be followed.

- If any party involved in the complaint has good reason to believe a criminal offence has occurred the they have a legal obligation to contact the police.

- The written response to the complaint will be sent to the parent or carer concerned and also to all other parties involved. The response will include the conclusion to the full investigation and any amendments to the preschools policies, practices or procedures to prevent the situation from happening again.

- The manager will offer to meet the parent or carer concerned to discuss the complaint and the resolutions. At all times the preschool and management will seek to re-establish a positive and constructive relationship with the complainant.

If they still do not feel the issue has been resolved, then they can submit a complaint to OFSTED.

Applications, Regulatory and Contacts(ARC) Team:

Ofsted
Piccadilly Gate
Store Street
Manchester
M1 2WD

OFSTED Complaints telephone number:
0300 123 4666

www.ofsted.gov.uk/early-years-and-childcare