# Compliments and Complaints Policy

## Statement of Intent

Our Pre-school believes that children and parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes. We welcome suggestions on how to improve our Pre-school and will give prompt and serious attention to any concerns about the running of the Pre-school. We anticipate that most concerns will be resolved quickly by an informal approach to the appropriate member of staff. If this does not achieve the desired result, we have a set of procedures for dealing with concerns. As a staff team we are constantly reviewing our practice and any compliments from families provide us with reassurance that our practice is the best it can be. Any suggestions from parents are always welcome and will be fed into our daily staff meetings.

## Aim

To reflect upon compliments given to the pre-school so we continue to improve our practice. To bring all concerns about the running of our Pre-school to a satisfactory conclusion for all of the parties involved.

## Methods

#### Compliments

#### It is always wonderful for the staff of West Wycombe to receive compliments as this validates the endless hours of hard work they put in to support each child/family in their care.

When compliments are given to the pre-school we believe it is an important part of our professional development to reflect upon these as a staff team. We look at ways of improving our practice so we can have the same outcome for all of our families and implement change in a positive way.

#### Complaints

#### Stage 1

#### Parents/carers should talk over any worries/anxieties of Pre-school provision with the Manager.

#### Stage 2

#### If the problem is not resolved or re-occurs, parents/carers should put concern or complaint in writing; giving one copy to the manager and one to the chairperson of the Pre-school management committee. All complaints relating to the requirements are investigated. The Chair will notify the complainant of the outcome of the investigation within 28 days of having received the complaint.

#### Most complaints should be able to be resolved informally at Stage 1 or at Stage 2.

#### Stage 3

* The parent requests a meeting with the Pre-school Manager and the chairperson of the management committee. Both the parent and the leader should have a friend or partner present if required. An agreed written record of the discussion is made. All of the parties present at the meeting sign the record and receive a copy of it.
* This signed record signifies that the procedure has concluded.

#### Stage 4

* If at the Stage 3 meeting the parent and Pre-school cannot reach agreement, an external mediator from Bucks County Council’s Early Years Team is invited to help to settle the complaint. This person should be acceptable to both parties, listen to both sides and offer advice. A mediator has no legal powers but can help to define the problem, review the action so far and suggest further ways in which it might be resolved.
* The mediator keeps all discussion confidential from external parties, in line with our Confidentiality Policy. S/he can hold separate meetings with the Pre-school personnel and the parent, if this is decided to be helpful. The mediator keeps an agreed written record of any meetings that are held and of any advice s/he gives.

#### Stage 5

* When the mediator has concluded her/his investigations, a final meeting between the parent, the Pre-school manager and the chair of the management committee is held. The purpose of this meeting is to reach a decision on the action to be taken to deal with the complaint. The mediator’s advice is used to reach this conclusion. The mediator is present at the meeting if all parties think this will help a decision to be reached.
* A record of this meeting, including the decision on the action to be taken, is made. Everyone present at the meeting signs the record and receives a copy of it. This signed record signifies that the procedure has concluded.

### The role of the Ofsted Early Years Directorate and the Buckinghamshire Safeguarding Children Panel

Parents may approach Ofsted directly at any stage of this complaints procedure. In addition, where there seems to be a possible breach of our registration requirements, it is essential to involve Ofsted as the registering and inspection body with a duty to ensure the Statutory Framework for the Early Years Foundation Stage is adhered to:

*Telephone Number 0300 1231231*

[*www.ofsted.gov.uk*](http://www.ofsted.gov.uk)[*enquiries@ofsted.gov.uk*](mailto:enquiries@ofsted.gov.uk)

These details are displayed on our Pre-school’s notice board.

If a child appears to be at risk, our Pre-school follows the procedures of the Buckinghamshire Safeguarding Children Panel (as set out in our Safeguarding Children Policy).

### Records

A record of complaints against our Pre-school and/or the children and/or the adults working in our Pre-school is kept, including the date, the circumstances of the complaint and how the complaint was managed. These are stored within the complaints file.

Records are kept for at least 3 years in line with the Early Years Foundation Stage Welfare Standards 2017.

This policy was adopted by West Wycombe Pre-school Playgroup in October 2010. Policies are updated when necessary and reviewed on a yearly basis.

Reviewed June 2025