



# Complaints Procedure

## Policy statement

We believe that children and parents are entitled to prompt, courteous and careful attention when expressing their concerns, needs or wishes.

We welcome suggestions on how to improve our setting and seriously consider any matters relating to how we run 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 shown below. We aim to bring all concerns about the running of the Pre-school to a satisfactory conclusion for all parties involved.

## Procedures

All settings are required to keep a written record of any complaints that reach stage two and above and their outcome. This is to be made available to parent/carers, as well as to Ofsted inspectors on request.

### *Making a complaint*

#### Stage 1

- Any parent/carer who has a concern about an aspect of the setting's provision will firstly discuss this with the **Manager: Hannah Wiseman** or **Deputy Manager: Pranvere Cera**
- **Pre-school Mobile: 07889 584 628 // email: [info@millgrovepreschool.co.uk](mailto:info@millgrovepreschool.co.uk)**
- Most complaints should be resolved amicably and informally at this stage.

#### Stage 2

- If this does not have a satisfactory outcome or if the problem recurs, it moves to stage 2 of the procedure and the concern/complaint is put in writing to the Pre-school manager.
- The setting stores written complaints securely.
- When the investigation into the complaint is completed, the manager meets with the parent/carer to discuss the outcome.
- This meeting must take place within 28 days of the initial complaint.
- When the complaint is resolved at this stage, the summative points are logged securely.

#### Stage 3

- If the parent/carer is not satisfied with the outcome of the investigation, s/he requests a meeting with the **Directors of Mill Grove Christian Charitable Trust – Keith and Ruth White – 020 8504 2702 // [keith@millgrove.org.uk](mailto:keith@millgrove.org.uk)**. A friend or partner may also accompany the individual and the Pre-school manager will also have the support of the management team.
- An agreed written record of the discussion is made, as well as any decision or action to take as a result. 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. When the complaint is resolved at this stage, the summative points are logged securely.

#### Stage 4

- If, at the stage 3 meeting, the parent/carer and setting cannot reach agreement, an external mediator is invited to help 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.

Staff or volunteers within the **Early Years Alliance** are appropriate persons to be invited to act as mediators.

**Address:** Early Years Alliance, 50 Featherstone Street, London, EC1Y 8RT.

**Tel:** 0207 697 2500

**Website:** <https://www.eyalliance.org.uk/contact-us>

- The mediator keeps all discussions confidential. S/he can hold separate meetings with the setting personnel (Manager, and Directors of MGCCT) and the parent/carer, 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 his/her investigations, a final meeting between the parent, the Pre-school manager and the Directors of MGCCT 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 Office for Standards in Education, Children's Services and Skills (Ofsted) and the Local Safeguarding Children Board*

- Parents may approach Ofsted directly at any stage of this complaint procedure. In addition, where there seems to be a possible breach of the setting's registration requirements, it is essential to involve Ofsted as the registering and inspection body with a duty to ensure the Safeguarding and Welfare Requirements of the Early Years Foundation Stage are adhered to.
- The number to call **Ofsted** with regard to a complaint is: **0300 123 1231** or go on to their website and follow the links <https://www.gov.uk/government/organisations/ofsted>
- These details are given to parents via email, and are displayed on the Foyer poster board.
- If a child appears to be at risk, our setting follows the procedures of the Local Safeguarding Children Board.
- In these cases, both the parent and setting are informed and the Pre-school manager works with Ofsted or the Local Safeguarding Children Board to ensure a proper investigation of the complaint, followed by appropriate action.

#### *Records*

- A record of complaints in relation to our setting, or the children or the adults working in our setting, is kept; including the date, the circumstances of the complaint and how the complaint was managed.

The outcome of all complaints is logged securely and is made available for parents and Ofsted inspectors to see, on request.

### Complaints regarding Local Authority Funding

If a parent believes that the Pre-school is not delivering the free early education entitlement (FEEE) according to their contractual agreement with the local council, they are free to make an internal complaint to Mill Grove Pre-school. All appropriate measures shall be taken and the above procedures shall be adopted in order to resolve the matter.

In circumstances where the complaint has been dealt with internally by the provider but remains unresolved from the parent's perspective, **Families Information Direct (FiND)** will investigate the complaint or refer to another relevant officer within the Local Authority. The contact details for Families Information Direct (FiND) are:

- Telephone **0800 587 7500** or **020 8708 8920**
- Email **find@redbridge.gov.uk**
- Website <https://find.redbridge.gov.uk/kb5/redbridge/fsd/contact.page>

The Local Authority (LA) will put in place a Complaints procedure for parents who are concerned that the LA is not meeting its responsibilities with regard to early education funding. In the event that a parent is not satisfied with the way in which their complaint has been dealt with or believes the authority has acted unreasonably, they may make a complaint to the Local Authority Ombudsman.

**Updated: January 2025**