

BEETLEY & DISTRICT PRESCHOOL

Registered as a Charity Number 1029927

Complaints Procedure MAKING CONCERNS KNOWN

The Committee and staff of Beetley & District Preschool are committed to providing the best possible care and education to the children and to safeguard and promote the welfare of children and young people.

We believe children and parents/carers, are entitled to expect courtesy and prompt, careful attention to their needs and wishes. Our intention is to work in partnership with you and the community generally and we welcome suggestions on how to improve our group at any time.

We aim to offer a welcome to each individual child and family and to provide a warm, caring environment within which all children can learn and develop as they play.

Our Complaints Policy is issued to all families as part of the registration process. It is also available on our webpage www.beetley-preschool.org or upon request.

Making concerns known:

- If parent/carers are not satisfied that their child is receiving the free entitlement in the correct way, (as set out in our Fees and Funding policy), or are uneasy about any aspect of Preschool they can talk over any anxiety or worries with the Diane Calvert (Manager), their child's Key Person or contact Ofsted by telephone on 0300 123 1231. Further contact details and the Ofsted Website address can be found at the end of the policy.
- If this does not have a satisfactory outcome within 14 working days, or if the problem recurs, the parent/carer should put the concerns or complaint in writing and request a meeting with Diane Calvert (Manager). Both parent/carer and Diane Calvert should have a friend or partner present if required and an agreed written record of the discussion should be made.

Most complaints should be resolved informally or at this initial stage, but:

- If the matter is still not sorted out to the parent/carer's satisfaction, the parent should again contact India Bonnett (Committee Chairperson).
- If parent/carer and Preschool cannot reach an agreement, an external mediator, who is acceptable to both parties, should be invited to listen to both sides and offer advice. This could be a member of the Preschool Learning Alliance, or an Early Years Advisor from Norfolk County Council.
- The mediator will help define the problem, review the action so far and suggest further ways in which it might be resolved. The mediator will keep all discussion confidential. S/he will meet with the group if requested and will keep an agreed written record of any meetings that are held and of any advice s/he has given.
- If a parent/carer has a complaint about the quality of care and feel the Preschool is not

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meeting the standards set out in The Early Years Foundation Stage, Statutory Guidance or they have a problem with free early education and childcare or early years pupil premium payments and feel that the Preschool has not addressed their concerns satisfactorily, they can contact Norfolk County Council on 01603 222300 Option 3 – Quality and Improvement team or Option 2 for funding. Alternatively they can email earlyyearsandchildcare@norfolk.gov.uk or in writing to: FAO Jo-Anne Lamb, Early Years and Childcare, Woodside Centre, Whitard Road, Norwich. NR7 9DX.
For Norfolk County Council Compliments & Complaints procedure visit <https://www.norfolk.gov.uk/children-and-families/childcare-and-early-learning/childcare-advice-and-guidance/complaints-about-childcare>

We believe that most complaints are made constructively and can be sorted out at an early stage. We also believe that it is in the best interests of Preschool and parents/carers that complaints should be taken seriously and dealt with fairly and in a way that respects confidentiality.

All information will be recorded on a 'Record of Concern/Complaint' form and kept in a file in the filing cabinet in the office.

Ofsted has provided guidance for dealing with complaints, this is in the Ofsted folder, and also in the 'Complaints' folder, both are kept in the filing cabinet in preschool.

The Registration & Inspection body for this Preschool is

OFSTED
Piccadilly Gate
Store Street
MANCHESTER
M1 2WD
Website: www.ofsted.gov.uk/parents

Telephone:

0300 123 1231 about education, adult skills or local authority children's services

Allegations against staff must be reported to the Local Area Designated Officer (LADO) and also to Ofsted.

Reporting to LADO.

1. Complete a LADO referral or consultation form. These can be found on the Norfolk County Council website www.norfolkscb.org under "People working with children" - 'How to make a referral'
2. The duty LADO will contact the preschool once they have read the completed form.

LADO contact details 01603 223473. (Education Officer Responsible for Child Protection)

This policy was written following guidance set out in:

Early Education and Childcare Statutory Guidance for Local Authorities - March 2017

Early Years Entitlements: Operational Guidance for Local Authorities and Providers - April 2017

Signed:

Chairperson

Supervisor

Date:

Date for next Review: