

# Complaints Procedure



At the Little Explorers we aim to provide the highest quality care and education for all children attending the Preschool. Families, children, volunteers and visitors have the right to be treated with respect and courtesy in accordance with the Preschools values. We will endeavour to ensure children are happy and safe during their time at Little Explorers and that parents and carers are happy with the quality of the Preschool. Parents and carers have the right to raise any issues or concerns and make enquiries or complaints about any aspect of Preschool life. Little Explorers Preschool will take seriously any issues or concerns that are raised by parents or carers and take appropriate steps to resolve any problems.

The Pre-School is committed to an open door policy with parents and welcomes comments about quality of the Pre-School and services. Any negative points will be acted upon and necessary actions agreed and carried out immediately.

If you have any issues or concerns about Little Explorers Preschool please tell us verbally, by phone, in writing or via email, where possible, initially these should be discussed with the child's key worker, if this is not possible you can speak to one of the Preschool managers Deb Curley or Lynne Caperton, or a Deputy Manager in their absence. Unless we know, we are unable to put things right.

If the issue is more serious, you feel the concern hasn't been dealt with appropriately or you would like to make a complaint, we have the following procedure to follow to ensure your complaint is dealt with professionally, confidentially and efficiently.

## **Complaints Procedure**

### **Stage 1**

- In the first instance of a concern arising, parents and carers are required to speak directly with the relevant member of staff/child's keyworker; if it is not viable to speak to the member of staff the Pre-School Manager should be consulted. The Pre-School Manager will seek to resolve the problem with the parent in a calm and professional manner. If the situation is not resolved to the satisfaction of the complainant Stage 2 of the procedure will come into operation.
- In the event of a complaint by a parent or carer regarding an aspect of the Pre-School's work or about a member of staff, we will book a mutually convenient time to have a meeting and discuss the situation it should in most cases be possible to resolve the problem by discussing the situation with the individual concerned and coming to a mutually agreed solution, if this is not possible Stage 2 of the procedure comes into place.
- If Stage 1 procedures have failed to produce a resolution, the complainant should put the issues in writing to the managers of the Preschool.

### **Stage 2**

- Little Explorers will acknowledge receipt of the complaint within three working days in writing to the complainant. The complaint will be recorded on a Complaints Record Form. The complaint will be fully investigated and a written reply sent to the person making the complaint within 28 days. Parents will be offered another meeting to discuss the complaint and the Pre-School's investigation and conclusion.

- If the Little Explorers Preschool believes that the issue has Child Protection implications, we will follow our Safeguarding policy and procedures.
- If any party involved in the complaint has good reason to believe that a criminal offence has been committed, then they have a legal obligation and responsibility to contact the police.

If you are unhappy with the outcome of the investigation, you feel it hasn't been satisfactorily resolved or you have a Child Protection/Safeguarding concern then you can submit a complaint to OFSTED:

Ofsted  
Piccadilly Gate  
Store Street  
Manchester  
M1 2WD

Telephone: 0300 123 4666

Email: [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)

Website: [www.ofsted.gov.uk](http://www.ofsted.gov.uk)

- Complaints will be assessed objectively and without bias.
- The rights and responsibilities of all parties will be considered and balanced in attempting to find a mutually acceptable outcome to complaints.
- The confidentiality of all parties will be maintained wherever possible.
- The Preschool will seek to re-establish a positive and constructive relationship with the complainant.
- We will keep a written record of all complaints and their outcomes in the Complaints Folder for at least three years.

Reviewed: January 2025

Review:

Little Explorers Preschool