

## Complaints Procedure Policy (updated Mar '23)

At Little Acorns Pre-School our aim is to provide good quality education and care for all our children within a caring environment; allowing the children to develop as they play. We would like children and their parents/carers to feel they can contribute suggestions on how to improve the group, at any time.

If a parent has **concerns** or worries about any aspects of their child's care at Little Acorns, they should first discuss them with their child's Key Person or a staff member with whom they feel comfortable. We will make every effort to resolve any issues at this point.

However, if a parent/carer should still feel concerned, they should speak to the Setting Manager, Clare Williams, in person, by phone on 01747 853715 or by email [littleacornspreschool9@gmail.com](mailto:littleacornspreschool9@gmail.com). Clare will make every effort to help resolve the area of concern.

If a Parent/Carer still feels unsatisfied with the response to a concern or worry they have raised, they may make an official **complaint** in writing to Caroline Watkins, our nominated person for Ofsted and secretary to the trustees of Little Acorns Pre-School. Parents/Carers will receive a holding letter stating that the trustees have received the complaint and how they will investigate it, including by which date they will respond to them. A written record will then be filled in and appropriate, prompt action will be taken to investigate the complaint; including notifying Ofsted.

Information about the way Ofsted regulates Early Years Settings can be found at <https://www.gov.uk/government/publications/information-for-parents-about-ofsteds-role-in-regulating-childcare>

In accordance with Ofsted regulations; an account of the findings of the investigation and any action taken will be given to the parent who made the complaint within 28 days of the date of the complaint.

We believe that most **concerns** can be sorted out at an early stage, but **any complaints** would be taken seriously and dealt with in confidence.

If you feel you needed to take any matter further you can contact OFSTED.

The Ofsted helpline telephone number for complaints about a childcare setting is: 0300 123 4666.

If you have an **allegation** about a member of staff please follow the above procedure and see our Safeguarding Children Policy under managing allegations, for more information.