

COMMENTS AND COMPLAINTS PROCEDURE

INTRODUCTION

Playwam welcomes all comments, both positive and negative, as it provides an opportunity to build upon and enhance our current practice. Playwam encourages and welcomes 'working in partnership with parents' as we understand parents are the prime educators of their children. We anticipate that most concerns will be resolved quickly by talking to the appropriate member of staff, either the child's key person and/or the Manager. We aim to reach a satisfactory conclusion for all parties involved.

PROCEDURE

At Playwam we follow the complaints procedure set out by the Early Years Alliance. If a parent/carer wishes to make a complaint, the following steps should be followed:

- If a parent is unhappy about any aspect of their child's care or how they feel they have been treated, this should be discussed with their child's key person. The key person will listen to the parent and acknowledge their views. The key person will offer an explanation and apology if appropriate.
- If the parent is not happy with the key person's response or wishes to complain about the key person or any other member of staff, they should speak or write to the Manager. The Manager will investigate the complaint and provide time to feedback to the parent within 28 days or sooner. A record of the complaint and outcomes will be made.
- If the parent is still not satisfied, or if the complaint is about the Manager, the parent should request that the complaint is forwarded to the Chairs of the Committee/Trustees for further investigation. They will respond to the parent within a further 14 days.
- If the complainant believes that the matter has still not been resolved and there has been a breach of the EYFS requirements, they are entitled to make a complaint to Ofsted. The Manager will assist in any complaint investigation as well as in producing documentation that records the steps that were taken in response to the original complaint. Parents can complain to Ofsted using the following details:

OFSTED, Piccadilly Gate, Store Street, Manchester, M1 2WD
0300 123 1231

- A written record of complaints, any actions taken and the outcome of any investigation can be supplied on request to any parent of a child who attends our preschool.
- In all cases where a complaint is upheld, a review will be undertaken by the committee/trustees to look for ways to improve practice where it is required.
- Records will be retained for a minimum period of 3 years from the date the complaint was recorded or until the setting's next Ofsted inspection if longer.