Updated June 2025

Playwam

Policy and Procedure for Complaints

The aim of our Complaints Procedure is to settle any concerns as soon as possible.

Parents/carers are encouraged to discuss any concerns, however small, with the Playwam Manager or with their child's key person. Any complaints to key persons are passed on to the Manager, who will deal with them and discuss remedies with the staff.

Our policy is to support parents to feel free to discuss any matters openly with us and thus avoid any problems if we possibly can. It will not reflect on your child in any way.

If parents are not satisfied that their concern has been investigated, they are invited to put their concerns in writing. Playwam will respond to all complaints in line with the procedures outlined below.

Complaints Procedure

If a parent/carer wishes to make a complaint, the following steps should be followed:

- If a parent/carer is unhappy about 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, acknowledge their views, and offer an explanation.
- If the parent is unhappy 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 feedback to the parent within 14 days or sooner. A record of the complaint and outcomes will be made.
- If the parent is not satisfied, or if the complaint is about the Manager, the parent should request that the complaint is forwarded to the Chair of the Trustees for further investigation. They will respond to the parent within 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 4666

- 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 trustees to look for ways to improve practice where it is required.
- Ofsted will be informed as soon as reasonably practical, and within 14 days of a complaint that meets the following criteria:
    - The complaint relates to a breach of one of the safeguarding and welfare requirements of the EYFS
    - The complaint results in an investigation or action taken by the provider
    - The complaint raises concerns about the safety or well-being of children

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.