



## **COMMENTS AND COMPLAINTS POLICY**

Woodpeckers Pre-school aims to provide the highest quality education and care for all our children. We aim to offer each individual child and family a warm and caring environment within which all children can learn and develop as they play.

We believe children and parents are entitled to expect courtesy and prompt careful attention to their needs and wishes. It is our intention to work in partnership with parents/carers, and we welcome your comments and suggestions on how to improve our pre-school at any time.

This policy is implemented in accordance with our compliance with the statutory guidance from the Department for Education, Early Years and Foundation Stage (EYFS) 2023, especially section 3: the safeguarding and welfare requirements. Complaints- 3.83 and 3.84

3.83 Providers must put in place a written procedure for dealing with concerns and complaints from parents and/or carers, and must keep a written record of any complaints, and their outcome. All providers must:

- Investigate written complaints relating to how they are fulfilling the EYFS requirements.
- Notify the person who made the complaint of the outcome of the investigation within 28 days of having received the complaint.
- Make a record of complaints available to Ofsted, or the agency with which a provider of CoDP is registered, on request.

3.84 Providers must make available to parents and/or carers the details about how to contact Ofsted, or the agency with which a provider of CoDP is registered, if they believe the provider is not meeting the EYFS requirements.

Making concerns known – most complaints should be resolved informally at this initial stage.

- Any parent/carer who is feeling uneasy about any aspect of the pre-school's provision should first talk over their worries or anxieties with the Supervisor.

- If this does not have a satisfactory outcome, or if the problem recurs, the parent should put the concerns or complaint in writing.
- Any formal complaint made in writing or email, will be investigated by the Supervisor and Chairperson of the Committee, and necessary action will be taken. Parents/Carers will be informed of any action taken and the outcome of the investigation within 28 days. A Complaint Record Form will be completed and kept for 3 years.
- If this investigation does not have a satisfactory outcome, the parents/carers should request a formal meeting with the Supervisor and Chairperson of the Committee. Both the parents and Supervisor should have someone else present, if required, and an agreed written record of the discussion should be made, and signed by both parties.
- If the parent and pre-school cannot reach agreement, it may be to everyone's advantage to call in an external mediator, one who is acceptable to both parties. The mediator will help define the problem, review the action so far and suggest further ways in which it may be resolved.
- The mediator will keep all discussions confidential. She/he will meet with the pre-school if requested and will keep an agreed written record of any meetings that are held and of any advice she/he has given. Once again a copy of these notes will be kept with the complaints record for 3 years.
- If the complaint involves the Free Early Education Entitlement and the Preschool is unable to rectify the problem parents will be advised to contact the KCC team at

<https://www.kent.gov.uk/education-and-children/childcare-and-pre-school/advice-about-childcare>

Or by calling 03000 412323 between the hours of 9am-5pm Monday-Friday

- Any parents/carers wishing to make a complaint may write directly to:

Ofsted,  
Piccadilly Gate  
Store Street  
Manchester  
M1 2WD

This policy was amended on the 1<sup>st</sup> September 2009 and will be reviewed annually.

Signed.....  
Chelsea Groome (Chairperson)  
**Trustee of Woodpeckers Preschool CIO**

