

Squirrels Pre-School Rugby Ltd

c/o Paddox Primary School

Fareham Avenue

Rugby

Warwickshire

CV22 5HS

01788 576167

 www.squirrelspreschool.webeden.co.uk

**Complaints Policy**

|  |  |  |  |
| --- | --- | --- | --- |
| A Unique Child | Positive Relationships | Enabling Environments | Learning and Developments |
| Keep children safe | Setting clear boundaries | Value all people |  |

Squirrels believes that children and parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes. We welcome suggestions on how to improve our pre-school and will give prompt and serious attention to any concerns about the running of the setting. We anticipate that most concerns will be resolved quickly by an informal approach to the appropriate member of staff. If this does not achieve the desired result, we have a set of procedures for dealing with concerns. We aim to bring all concerns about the running of Squirrels to a satisfactory conclusion for all of the parties involved.

To achieve this, we operate the following complaints procedure.

**How to complain**

**Stage 1**

* Any parent who is uneasy about an aspect of Squirrels provision talks over, first of all, their worries and anxieties with Squirrels Pre-school Manager.

**Stage 2**

* If this does not have a satisfactory outcome, or if the problem recurs, the parent moves to Stage 2 of the procedure by putting the concerns or complaint in writing to the Board of Directors.

Most complaints should be able to be resolved informally at Stage 1 or at Stage 2.

**Stage 3**

* The parent requests a meeting with the Board of Directors. The parent should have a friend or partner present if required. An agreed written record of the discussion is made. All of the parties present at the meeting sign the record and receive a copy of it.

This signed record signifies that the procedure has concluded.

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 **Stage 4**

* If at the Stage 3 meeting the parent and Squirrels cannot reach agreement, an external mediator is invited to help to settle the complaint. This person should be acceptable to both parties, listen to both sides and offer advice. A mediator has no legal powers but can help to define the problem, review the action so far and suggest further ways in which it might be resolved.
* Staff or volunteers within the Pre-school Learning Alliance are appropriate persons to be invited to act as mediators.
* The mediator keeps all discussion confidential. They can hold separate meetings with the Directors and the parent, if this is decided to be helpful. The mediator keeps an agreed written record of any meetings that are held and of any advice they give.

**Stage 5**

* When the mediator has concluded their investigations, a final meeting between the parent and the Directors is held. The purpose of this meeting is to reach a decision on the action to be taken to deal with the complaint. The mediator's advice is used to reach this conclusion. The mediator is present at the meeting if all parties think this will help a decision to be reached.
* A record of this meeting, including the decision on the action to be taken, is made. Everyone present at the meeting signs the record and receives a copy of it.

This signed record signifies that the procedure has concluded.

**Parents may approach the Office for Standards in Education, Early Years Directorate (Ofsted) and the Local Safeguarding Children Board, directly at any stage of this complaints procedure.**

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The complainant will receive an account of the investigation, findings and any action taken within 28 days.

In addition, where there seems to be a possible breach of our registration requirements, it is essential to involve Ofsted as the registering and inspection body with a duty to ensure the guidance of the Early Years Foundation Stage are adhered to.

The address and telephone number for Ofsted are:

Ofsted National Business Unit

Piccadilly Gate
Store Street
Manchester
Manchester

M1 2WD

Helpline: 0300 1234666

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

https://contact.ofsted.gov.uk/online-complaints

**Complaints Log**

A record of complaints against Squirrels Pre-School Rugby Ltd, children or the adults working in our pre-school will be kept, including the date, the circumstances of the complaint and how the complaint was managed. These records must be kept for at least three years as stated in the EYFS statutory guidance.

This policy was adopted by the board of directors of Squirrels Pre-School Rugby Ltd on……………29/4/24…………Updated with new contacts for Ofsted on 5/12/24………..

Signed on behalf of the Board of Directors…………………………………………………………

Signed by the Manager………………………………………………

Date of policy review January 2025

Signed copy held in setting

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