



## **RAINBOW PRE-SCHOOL**

Established 1979

Registered Charity No: 1026005

**BAPTIST CHURCH HALL**

2 Dukes Avenue, Muswell Hill, London N10 2PT

Telephone 020 8883 4010 (9am-4pm)

## **Compliments and Complaints Policy**

### **Policy Statement**

We strive to provide the highest quality of care and education for our children and families and believe that all parents are treated with care, courtesy and respect.

We hope that at all times parents are happy and satisfied with the quality of care and service provided and we encourage parents to voice their appreciation to the staff concerned and/ or management. We record all compliments and share the with staff.

We welcome any suggestions from parents on how to improve our services and will give prompt and serious attention to any concerns that parents may have. Concerns will be dealt with professionally and promptly to:

- ensure that any issues arising from them are handled effectively.
- ensure the welfare of all children.
- enable ongoing cooperative partnership with parents.
- continually improve the quality of our service.

We have a formal procedure for dealing with complaints where we are not able to resolve a concern. Where any concern relates to child protection, we follow our Safeguarding children and child protection policy.

### **Internal complaints Procedure.**

#### **Stage 1**

If any parent should have a cause for concern about any aspect of our preschool's provision, please discuss your concerns with our manager as soon as possible.

#### **Stage 2**

If the issue still remains unresolved or parents feel they have received an unsatisfactory outcome, then they must present their concerns in writing as a formal complaint to the preschool manager. The manager will then investigate the complaint in relation to fulfilment of the EYFS requirements and report back to the parent within 28 days. The manager will document the complaint, the actions taken and the outcome in the complaints log book.

### Stage 3

If the matter is still not resolved, we will hold a formal meeting between the manager, parent(s) and a member of the management committee to ensure that it is dealt with comprehensively. We will make a record of the meeting and document any actions. All parties present at the meeting will review the accuracy of the record, and be asked to sign to agree it. All parties present will also receive a copy of the record. This will signify the conclusion of the procedure.

### Stage 4

If the matter cannot be resolved to their satisfaction, then parents have the right to raise the matter with Ofsted. Parents are made aware that they can contact Ofsted whenever they have a concern, including at all stages of this complaint's procedure. Information on how to contact Ofsted is displayed on the noticeboard in the preschool. Ofsted is the registering authority for childcare providers in England and investigates all complaints that suggest a provider may not be meeting the requirements of their registration. Ofsted risk assesses all complaints made and may visit the providers to carry out a full inspection where they believe requirements are not met.

A record of complaints will be kept in the preschool. The record will include the name of the complainant, the nature of the complaint, date and time complaint received, action(s) taken, outcomes of any investigations and any information given to the complainant including a dated response.

Parents will be able to access this record if they wish; however, all personal details relating to the complaint will be stored confidentially and will only be accessible by the parties involved. Ofsted inspectors will have access to this record at any time during visits (or upon request) to ensure actions have been met appropriately.

### **Contact details for Ofsted**

Email: [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)

Telephone: 0300 123 4666

For more information about Ofsted's role see:

<https://www.gov.uk/government/organisations/ofsted/about>

Parents will also be informed if the preschool becomes aware that we are going to be inspected and after inspection we will provide a copy of the report to parents of the children attending.