

Mount Carmel



Preschool and Wraparound Care

Complaints Policy and Procedure

Policy

Our Setting believes that parents and children are entitled to expect courtesy and careful, prompt attention to their needs.

We welcome suggestions on how to improve our Setting, by questionnaires or approaching the Supervisor or Owner. We will give prompt and serious attention to any concerns about the running of Setting.

We anticipate the majority of concerns will be quickly resolved by an informal approach to the appropriate member of staff. If this does not achieve the desired result, then the following procedure deals with concerns.

We aim to bring all concerns about Setting to a satisfactory conclusion for all parties involved.

Procedure

How to make a complaint

1. Any parent who is concerned about a part of the Setting provision should approach the Supervisor to discuss their worries.
2. If a satisfactory outcome is not reached or the concern reoccurs the parent would then put the concern or complaint in writing to the Supervisor and then this is passed onto the Owner.

Most complaints can be resolved informally, at action 1 or 2.

3. The parent requests a meeting with the Supervisor and Owner within 14 days. Both parties can have a friend or partner present if required.

A written record of the discussion is made and agreed which all members of the meeting sign and receive a copy.

This signing indicates the procedure is concluded.

4. If action 3 doesn't result in agreement an external mediator is invited to help settle the complaint within 21 days.

The mediator should be acceptable from both parties, they should listen to both sides and others advice. The mediator has no legal powers.

- But can help to deal with the problem.
 - Review the procedure so far.
 - Suggest further ways to resolve the complaint
 - The mediator keeps all discussions confidential
 - They can hold separate meetings with the Supervisor and Owner and the parent, if this is thought to be helpful.
 - The mediator keeps a copy of the agreed written report of any meetings held and of any advice given by them.
5. A final meeting would be arranged between the Supervisor, Owner and the parent when the mediator has collated all the information and the investigation is concluded.
 - The purpose of this meeting is to reach a final decision on the action to be taken to deal with the complaint.
 - The advice of the mediator is used to bring the decision of the complaint to a conclusion.
 - The mediator is present at all meetings if it is felt beneficial.
 - A record of this meeting including action to be taken is made; once again all present at the meeting sign the record and receive a copy.
 - This indicates the procedure is concluded.

The role of the Officer for Standards in Education, Early Years directorate (Ofsted) and the Area Child Protection Committee.

Parents may approach Ofsted directly at any stage of the complaint's procedure.

In addition, if there seems to be a possible breach of our registration requirement it is essential to involve Ofsted as the registering and inspection body, ensuring the National Standards are adhered to.

To Contact Ofsted:

Ofsted
Piccadilly Gate
Store Street,

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Mount Carmel Setting

Manchester
M1 2WD

Telephone No: 0300 123 4666

If a child appears to be at risk, our Setting follows the Area Child Protection Committee procedure in our local authority.

In these cases, both the parent and the Setting are informed and the Supervisor and Owner works with Ofsted or the Area Child Protection Committee to ensure investigation of the complaint is followed by the appropriate action.

Record Keeping

A record of the complaint against Setting, staff or children is kept, including the date, circumstances of complaint and how the complaint was managed.

The complaints form and any letters also written if more details are needed are to be given to the parents who made the complaint.

Policies and Procedures are reviewed.