



We demonstrate tolerance and respect through child-led play

Complaints Policy

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Complaints Policy

1 Scope & Purpose

- 1.1 To follow EYFS (*Early Years Foundation Stage*) guidance when managing complaints.
- 1.2 To provide a fair and transparent complaints procedure and to facilitate anyone who wishes to express their dissatisfaction or concern about any aspect of the operation of Croft Playgroup.
- 1.3 To ensure Croft Playgroup staff know what to do in the event of a complaint being made.
- 1.4 To provide advice and guidance which can be adopted in most circumstances.
- 1.5 To ensure that all complaints are dealt with fairly and, where possible, to bring all concerns about to a satisfactory conclusion for all the parties involved.

2 Outline

2.1 The EYFS States that:

- “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 CMA 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 CMA with which a provider of CoDP is registered, if they believe the provider is not meeting the EYFS requirements.”

- 2.2 Croft Playgroup believes that children and parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes.



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- 2.3 We welcome suggestions on how to improve our pre-school and will give timely and serious attention to any concerns about the running of the playgroup.

3 Complaints procedure

- 3.1 In the event of a parent/carer or individual having concerns which require making a formal complaint we implement our Complaints procedure as outlined below:

Stage 1

- An informal meeting is arranged for anyone wishing to raise a concern or make a complaint, with the Managers or Deputy in their absence.
- Concerns are listened to and actions agreed in response to address those concerns.
- The individual who raised the concern will be informed of the outcome of action taken within 14 days.

Stage 2

- If the issue is not reconciled, a second meeting is arranged with the Managers to discuss the ongoing concerns further.
- A written record is taken at this meeting with further actions agreed. *All notes from meetings including agreed actions should be signed by those present.*
- The individual who raised the concerns will be informed of the outcome of action taken within 14 days and a further meeting to review the outcomes and any ongoing concerns arranged within 28 days.

Stage 3

- We hope that most complaints will be resolved through stages 1 and 2. However, where this is not the case a further meeting is arranged with the Playgroup Manager and an appropriate Trustee from the Committee (usually the Chair).
- At this point the individual may choose to make a written record of their complaint and ongoing concerns.
- Further actions are agreed in response to the ongoing concerns. An agreed written record of the discussion is made. All those present at the meeting sign the record and receive a copy.
- The individual who raised the concerns will be informed of the outcome of action taken within 14 days and a further meeting to review the outcomes and any ongoing concerns arranged within 28 days.
- At the review meeting, a written record is made and if the matter is reconciled all present can agree and sign to signify that the complaints procedure has concluded.



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Stage 4

- If at the stage 3 meeting the parent and playgroup staff cannot reach an agreement, an external mediator is invited to help 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 define the problem, review the action so far and suggest further ways in which it might be resolved.
- An HR representative from the Swindon Borough Council may be invited to support mediation.
- The mediator keeps all discussion confidential. She/he can hold separate meetings with the playgroup personnel (the Manager and Chair of the Committee) and the parent if this is deemed to be helpful.
- The mediator keeps an agreed written record of any meetings that are held and of any advice she/he gives.

Stage 5

- When the mediator has concluded her/his investigations, a final meeting between the parent, the Playgroup Manager and Chair of the Committee 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 should be present at the meeting.
- A record of this meeting, including the decision on the action to be taken is made. Everyone present at the meeting must sign the record and will receive a copy of it.
- This signed record signifies that the procedure has concluded.

The role of the Office 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. Where there seems to be a possible breach of our registration requirements, it is essential to involve Ofsted as the registering and inspecting body with a duty to ensure the National Standards for Day Care are adhered to.
- The contact details for Ofsted for managing complaints are listed below and are displayed in the main entrance to the setting:

Ofsted
Piccadilly Gate
Store Street
Manchester
M1 2WD
Telephone: 0300 123 4666
Email: enquiries@ofsted.gov.uk

Further information on Ofsted can be found on [Complaints procedure - Ofsted - GOV.UK](#)



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- 2.5 If a child appears to be at risk, staff follow child protection procedure as outlined in our child protection and safeguarding policy.
- 2.6 All records of complaints are kept, including the date, the circumstances of the complaint and how the complaint was managed. (see appendix A)

This policy was adopted by Croft Playgroup

Signed on behalf of the Croft Playgroup

Croft Playgroup Committee

Croft Playgroup Manager

Print Name: Jason Adams

Print Name: Michelle Barrow, Helen Dearlove

Signed.....

Signed.....

Dated.....

Dated.....

Date policy to be reviewed: January 2026 or earlier if required



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Appendix

Complaints log

Date of complaint:
Source of complaint <i>(e.g. parent, staff member, anonymous, Ofsted (complaint number if known, other):</i>
Details of complaint:
Areas complaint relates to <i>(e.g. Ofsted Quality and Standards of provision including Quality of Education, Behaviour, Personal development, Leadership and Management and effectiveness of the arrangements for safeguarding children, other)</i>
Agreed actions:
Signed and dated by all present:
Date of review meeting <i>(within 28 days of initial complaint):</i>



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Date of Complaint Review Meeting:
All present at meeting <i>(including name, role as appropriate):</i>
Review of agreed actions <i>(Have the actions had a satisfactory affect? Has the matter been addressed?):</i>
Agreed further action in response to review:
Further meeting/action required or matter closed? <i>Ongoing monitoring from the Managers would always be an expectation where there has been a complaint even after the matter has been closed.</i>
Date of further review meeting if required:
Any other comments:
Signed and dated by all present: