

## 7. Making a complaint

### Making a complaint

- Any parent who has a concern about an aspect of the setting's provision talks over, first of all, his/her concerns with the setting leader.
- Most complaints should be resolved amicably and informally at this stage.
- If this does not have a satisfactory outcome, or if the problem recurs, the parent puts the concerns or complaint in writing to the setting leader and the chair of the management committee.
- When the investigation into the complaint is completed, the setting leader meets with the parent to discuss the outcome.
- Parents must be informed of the outcome of the investigation within 28 days of making the complaint.
- If the parent is not satisfied with the outcome of the investigation, he or she requests a meeting with the setting leader and the chair of the management committee. The parent should have a friend or partner present if required and the leader should have the support of the chairperson of the management committee present.
- 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 Ofsted directly at any stage of this complaints procedure. In addition, where there seems to be a possible breach of the setting's registration requirements, it is essential to involve Ofsted as the registering and inspection body with a duty to ensure the Welfare Requirements of the Early Years Foundation Stage are adhered to.

The address and number to call Ofsted with regard to a complaint is:

➤ **Piccadilly Gate**  
**Store Street**  
**Manchester**  
**M1 2WD**  
**0300 123 4666**

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- These details are displayed on our setting's notice board.
- If a child appears to be at risk, our setting follows the procedures of the Local Safeguarding Children Board in our local authority.
- In these cases, both the parent and setting are informed and the setting leader works with Ofsted or the Local Safeguarding Children Board to ensure a proper investigation of the complaint, followed by appropriate action.

### **Records**

- A record of complaints against our setting and/or the children and/or the adults working in our setting is kept, including the date, the circumstances of the complaint and how the complaint was managed.

This policy was adopted at a meeting of	Melbourn Playgroup and Out of School Club CIO Management Committee
Held on	07/11/2018
Date to be reviewed	2019-20 cycle
Signed on behalf of the management committee	
Name of signatory	Lisa Bamber & Janet Cottenden
Role of signatory (e.g. chair/owner)	Co-chairs