



The policies and procedures adopted by Sunshine Pre-school are underpinned by the Department for Education, Statutory Framework for The Early Years Foundation Stage (EYFS) Safeguarding and Welfare Requirements (March 2014).

Complaints Procedure

Aim

This policy focuses on ensuring that the policies, procedures and practice of Sunshine Pre-school are open to scrutiny from individuals connected with the setting, i.e. parents, carers, staff, visitors and students.

Any parent, carer, member of staff, student, or volunteer may at some point have a concern about:

- Dissatisfaction with an aspect of our service.
- The conduct of a member of staff, student, volunteer or anyone connected with Sunshine Pre-school.
- Something they see or hear that worries them.
- How the requirements of the Early Years Foundation Stage curriculum (EYFS) are being met.

If you have any reason for concern or are unhappy about any aspect of our service:

- You should in the first instance, raise the matter with your child's key person or the Setting Manager. We urge you to do this as soon as you have a concern, as often a misunderstanding can be sorted out quickly and effectively.
- Should you remain unhappy with the response from the Setting Manager then please contact the owner, Karon Nichol, on 0117-9774170 at the earliest possible time. If she is unavailable you can leave a message and she will return your call within 24 hours.
- The owner, Karon Nichol, will arrange to meet with you within two working days and during this time will make suitable investigations.
- During the meeting Karon will log your complaint in our complaints record book.
- You will receive a verbal answer to your complaint at the meeting and a written answer to your complaints from Karon Nichol within 5 working days of the meeting.
- During our internal complaints process the owner, Karon Nichol, will contact OFSTED if the complaint involves the safety and welfare of a child using our services.
- In the unlikely event that your concerns remain unresolved by the owner, you are advised to contact:-

**Ofsted
Piccadilly Gate
Store Street
Manchester M1 2WD
Tel: 03001231231**

Sunshine Pre-school endeavour to work cooperatively with parents/carers at all times and, in line with Ofsted requirements, keep a record of any complaints registered in the last three years.

Related Policies & Procedures – *This policy is supported by: Working in partnership with parent’s policy, our Key Person system, Safeguarding Policy, Health & Safety policy, & Confidentiality policy.*

This policy was updated in: September 2023. Unless there are significant changes to legislation or practice, it will be reviewed annually.