****Cinder Ash Pre-School

**Complaints Procedure.**

Cinder Ash Pre-school is committed to providing a safe, stimulating environment ensuring a consistent and accessible service that meets the needs of the children and families attending.

We welcome suggestions on how to improve our setting and we will give prompt and serious attention to any concerns about the running of the setting.

It is the hope of Cinder Ash Pre-school that all concerns will reach a satisfactory conclusion for all concerned. To help us to achieve that outcome the following procedure will be followed:

**Stage 1**

* Any parent/carer who has a concern about any aspect of the setting is encouraged to discuss this with the Chairperson/Manager*.*
* Most complaints should be resolved informally at this stage.
* The complaint and outcome will be recorded.

**Stage 2**

* If the parent/carer is not satisfied with the response/outcome the parent/carer will proceed to stage 2 and put the complaint in writing to the Chairperson/Manager.
* All complaints will be recorded in the Complaints Log, which is a requirement of the EYFS.
* The Chairperson/Manager will investigate the complaint and record a detailed account of how the complaint is resolved.
* The setting will formally acknowledge the complaint within 5 working days.
* When the complaint has been investigated the Chairperson/Managerwill notify the complainant of the outcome within 28 days of having received the complaint.

**Stage 3**

* If the parent/carer is not satisfied with the outcome of the investigation he/she should request a meeting with the Chairperson/Manager.
* The complaint will be discussed and a written record of the discussion and agreed decision or action made.
* All parties present at the meeting will sign and date the written record and receive a copy. The record will be stored in the Complaints Log.
* The signed record signifies that the procedure has concluded.

**Stage 4**

* Should the matter remain unresolved, OFSTED can be contacted at the following address:

OFSTED

Complaints Investigation and Enforcement Team (CIE)

Piccadilly Gate,

Store Street,

Manchester

M2 2WD

Tel: 0300 123 4666

The Complaints Procedure and the Ofsted poster details will be displayed **prominently** within the setting.

Parents may approach Ofsted directly at any stage of this Complaints Procedure. In addition, where it is deemed that there is a breach of the setting’s registration requirements, it is essential to involve Ofsted, as the registering and inspection body, who has a duty to ensure the EYFS requirements are met.

If a child appears to be at risk the setting will follow the procedure of the Local Safeguarding Children’s Partnership. In these cases the setting Managerwill work with Ofsted and/or the Local

Safeguarding Children’s Board to ensure investigation of the complaint, followed by appropriate action.

All complaints against our setting, and/or the children and/or the adults working in our setting will be recorded in detail in the Complaints Log in the incident folder, which will be made available to parents and Ofsted Inspectors.

Following an inspection by Ofsted, providers must supply a copy of the report to parents and/or carers of children attending on a regular basis.

The Manager and Chairperson are responsible for managing complaints.

This policy has been adopted by Cinder Ash Pre-school

Signed on behalf of the setting by:

*…………………………………………………………… Chairperson*

*…………………………………………………………….Manager*

Date: 14th September 2025

Review Date: September 2026