

# *Spilsby Playgroup*



## *Complaints Policy*

2024 /2025

Spilsby Playgroup 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 Spilsby Playgroup 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 are encouraged to discuss this with the duty manager
- Most complaints should be resolved informally at this stage
- The complaint and outcome will be recorded in writing and filed in accordance with our GDPR Policy.

### **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 owner/manager
- The written complaint will be stored recorded in the complaints log, which is a requirement of the EYFS.
- The owner/manager will investigate the complaint and record a detailed account of how the complaint has been investigated and the outcome.
- When the complaint has been investigated the owner/manager will call a meeting with parents /carers to discuss the outcome of the investigation. A written record will be completed of the discussion and the agreed decision or action that has been 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 setting will undertake to resolve the complaint within 5 working days.
- The signed record signifies that the procedure has concluded.

### **Stage 3**

- Should the matter remain unresolved, OFSTED can be contacted at the following address:  
OFSTED  
Complaints Investigation and Enforcement Team (CIE)  
National Business unit  
Piccadilly Gate, Store St  
Manchester  
M1 2WD  
Tel: 0300 123 1231

The complaints procedure and above details will be available via our website at [Spilsby Playgroup | Spilsby Primary School](#) or upon request if a hard copy is required.

Parents may approach Ofsted directly at any stage of this complaint's 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 Board. In these cases the setting manager will 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 which will be made available to parents and Ofsted inspectors.

### **Connected Policies**

GDPR Policy, Child Protection and Safeguarding

*This policy has been adopted by Spilsby Playgroup*