



## **St Nicolas Playgroup**

### **Complaints Policy**

#### **1.0 Introduction**

Our setting believes that children and parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes. We welcome suggestions on how to improve our setting. We anticipate that most concerns will be resolved quickly, by an informal approach to the Manager. If this does not achieve the desired result, we have a set of procedures for dealing with concerns. We aim to bring all concerns about the running of our setting to a satisfactory conclusion. In some cases, it may be necessary to bring in the local authorities/OFSTED if a child appeared at risk, or there was any breach in registration. They would ensure that a proper investigation of the complaint follows. This would also be the case if the playgroup had a complaint against the parent or carer.

#### **2.0 Procedure**

All settings are required to keep a written record of any complaints that reach stage 2 or above and their outcome. This will be made available to parents as well as to OFSTED inspectors on request.

If a serious complaint is made that suggests a child may have been put at risk of harm, then LADO (Local Authority Designated Officer) must be advised as appropriate.

#### **3.0 Making a complaint**

##### **Stage 1**

Any parent who has a concern will talk over with the Manager (or Chair if the complaint is about the manager).

Most complaints should be resolved amicably and informally at this stage.

##### **Stage 2**

The parent puts the complaint in writing to the Manager and the committee.

There is a template form available, the form may be completed with the help of the Manager and signed by the parent.

The setting stores a copy of any written complaints in the complaints file.

When the investigation into the complaint is finished the Manager/supervisor will meet with the parent to discuss the outcome.

Parents must be informed of the outcome within 28 days.



### Stage3

If the parent is not satisfied with the outcome, they can request a meeting with the Manager and Committee Chairperson. The parent may have a friend with them.

An agreed written record of the meeting is made, as well as any decision or action to take place as a result. All parties will sign the record and receive a copy of it.

### Stage 4

If no agreement can be made an external mediator is invited to help, i.e. a Bucks County Representative. This person should be acceptable to both parties, listen to both sides, and offer advice. A mediator has no legal powers; the mediator keeps all discussions confidential. The mediator keeps a written record of all discussions and advice given.

### Stage 5

When the mediator has concluded their investigations, a final meeting will be held. The purpose of the 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 is present at this meeting.

A record of the meeting including the decision on the action to be taken is made. Each person signs and receives a copy of it. The signed copy signifies that the procedure is concluded.

We will follow the procedures set out in our Safeguarding procedure.

In the event of a serious complaint against a member of staff, the management will suspend that person until a satisfactory outcome has been achieved.

## 4.0 The role of OFSTED

Parents may approach OFSTED directly at any stage of the complaint's procedure. In addition, where there seems to be a breach of the settings registration requirements, it is essential to involve OFSTED as the registering and inspecting body with the duty of Safeguarding and Welfare.

**LADO:** 01296 382070

Secure email: [secure-LADO@buckinghamshire.gov.uk](mailto:secure-LADO@buckinghamshire.gov.uk)

**Ofsted:** 0300 123 1231

- **Early Years Designated Manager for allegations against the childcare workforce:**

**Vanessa Mills**

- **Deputy Designated Safeguarding Manager:**

**Tanya Page**

**Louise Merridan**

- **For advice or to raise a concern please contact a member of the team:**
- **Designated email account:** [eyesafeguarding@buckinghamshire.gov.uk](mailto:eyesafeguarding@buckinghamshire.gov.uk)
- **Telephone:** 01296 387111

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On:	Date: 21 August 2025	VE Evans
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