



SHANKLEA EYFS

Complaints Policy and Procedure

Policy Control Details			
Date policy approved:	September 2020		
Prepared by:	Helen Brown	Signature	Date
Approved for issue by:	Dawn Nicholson	Signature	Date
Review period:	1 year		
Review required by:	September 2021		
Responsibility for review:	EYFS Manager		

Complaints Policy and Procedure

Early Years Foundation Stage

General Welfare Requirement: Safeguarding and Promoting Children's Welfare, Documentation, Suitable Person and Organisation.

EYFS Principles: Unique Child, Positive Relationships, and Enabling Environments.

Outcome: Positive Contributions and Stay Safe.

Shanklea Pre School will provide parents with a welcome pack that contains policies, procedures and information regarding our service. The parent's notice board can be found inside the entrance door and our policies will be displayed in a folder underneath. We welcome suggestions and feedback from parents to improve our setting and take these very seriously.

Through our Partnership with Parents policy we work very closely with all parents in meeting each family's needs and wishes as much as possible.

All staff will behave in a polite, courteous and professional manner at all times.

At times you may have concerns about the service that we provide at Shanklea Pre School.

Most of these concerns hopefully can be resolved by talking with your child's key person and either **Mrs L. Connelly, Mrs D. Fenwick-Dunn, Mrs Laughton or Mrs H Brown**. If you are unhappy with the service we provide please let us know.

We value parental partnership and we value your views and comments, as it is very important to us. If issues are discussed early on, often things can be settled.

If we cannot resolve a concern or you feel unable to talk to your child's key person or manager you can contact **Ofsted** directly by:

Telephoning the **Early Years Complaints Help Line on 0300 123 1231**

Or writing to **The National Business Unit, St Ann's Royal exchange Buildings, Manchester, M2 7LA**

Or emailing **enquires@ofsted.gov.uk**

If we receive a written complaint we will:

Investigate the complaint relating to the requirements and notify complainants of the outcome of the investigation within 28 days from the date the complaint was made.

Keep a written record of all complaints, any action taken, the outcome of any investigation and provide a summary on request to any parent of a child who attends Shanklea Pre School.

Provide Ofsted on request with a written record of all complaints made during any specified period and the action that was taken as a result of each complaint.

Retain records for a period of at least three years from the date which the record was made and these will be retained in the main school office.