

## **Twyford Playgroup – EY484175**

### **Complaints Policy**

**Signed by Manager - Rachel Knott**

**Signed by Chair of Committee – Melissa Simpson**

**Date Ratified – February 2025**

**Review Date – February 2026**

We believe that families are entitled to have prompt and courteous attention paid to their queries, suggestions or concerns about our setting. We aim to give such attention in every case, preferably through discussion, or following our procedures for resolving issues satisfactorily where necessary.

#### **Procedure for raising a concern:**

**Talk First:** A parent, carer, staff member, student, volunteer or visitor who has a concern about an aspect of our provision should first raise this and talk it through with Pamela. Most concerns should be resolved amicably and informally at this stage.

**Write if Necessary:** If the matter is not resolved or reoccurs the person concerned should put the matter to the manager in writing. It will now be treated as a formal complaint. Emails and texts are considered to be writing and will be printed/transcribed for the record. The Manager will investigate the complaint and inform the complainant of the results of this in writing within 28 days. A file will be created and an entry made in the complaints log (see below).

**When/if to Inform Outside Agencies:** If the complainant wishes to inform Ofsted or another agency of their concern, or cannot address the Manager with a serious complaint for any reason, they should send a copy of their written complaint to the relevant agency at any point. In some unusual and urgent cases (e.g. a safeguarding concern) a complainant should phone Ofsted or other outside agencies directly. The number for contacting Ofsted is: **0300 123 1231**. (See also Safeguarding and Whistleblowing Policies). The setting will then be required to follow the investigatory procedures of those bodies.

**Meet Again:** If the complainant does not wish to take the matter to an outside body but is still not satisfied with the Manager's investigation and report, a second discussion between the manager and complainant may be held. Both parties may invite another person to attend for support. The meeting should be minuted and the minutes and any agreed resolution or actions included in the record of this complaint.

**Use a Mediator:** If a resolution has not been reached after taking the above steps a final meeting may be held to attempt to resolve the matter in the presence of an invited outside mediator. This will be a confidential meeting and should be minuted, the minutes and any outcomes included in the record. Whatever the outcome of this final meeting our complaints procedure is deemed to be concluded at this point.

#### **Investigating Complaints:**

We investigate all complaints that have been put in writing and notify complainants of the outcome within 28 days of receiving the complaint.

**Keeping Records:**

We keep a written record of any complaint that has been put in writing and requires a written response. The full record will be treated as confidential (see Information, Record Keeping and Confidentiality Policy). We will also keep a complaints log containing a summary of the complaint and its outcome. This will be available to parents, carers and Ofsted on request.