

COMPLAINTS PROCEDURE

Early Years Foundation Stage links:

Statutory framework: Complaints (3.74, 3.75)

Development matters: N/A

This is a statutory policy

Legislation links: 1998 Data Protection Act, Childcare Act 2006, Equalities Act 2010, General Data Protection Regulation 2016

When concerns cannot be resolved quickly by an informal approach to the appropriate member of Staff, the following procedures should be used: -

How to complain

- A parent who is uneasy about any aspect of the group's provision should initially share their concerns with the Playgroup Manager. If the concern is in respect of the Playgroup Manager concerns should be shared with the Chairperson of the Playgroup Committee.
- If this does not have a satisfactory outcome, or if the problem recurs, concerns/complaints should be put in writing or a complaints form completed to the Playgroup Manager and/or the Chairperson of the Playgroup Committee.
- The Playgroup Manager or Chairperson of the Playgroup Committee will arrange a meeting with the Playgroup Manager and the parent/carer. Both parents/carers and the Manager should have a friend or partner present if required and an agreed written record of the discussion should be made.

We expect that most complaints will be resolved informally or at this initial stage.

The Next Stage

- If the matter is still not sorted out to the parent/carer's satisfaction, the parent/carer should again contact the Playgroup Manager or Chairperson of the Playgroup Committee. At this point, if parent/carer and Playgroup cannot reach an agreement an external mediator who is acceptable to both parties, can be invited to listen to both sides and offer advice.

A mediator has no legal powers but can help to define the problem, review the action so far and suggest further ways in which it might be resolved.

Staff or volunteers within the Pre-school Learning Alliance will be available to act as mediator if both parties wish it.

The mediator will keep all discussion confidential. S/he will meet with the Playgroup if requested and will keep an agreed written record of any meetings that are held and of any advice s/he has given.

The involvement of a mediator represents the final stage in the complaints procedure.

The Role of the Registering Authority

In some circumstances, it will be necessary to bring in the registering body (Ofsted), which has a duty to ensure laid down requirements are adhered to and with whom the Pre-school Learning Alliance works in partnership to encourage high standards.

Ofsted would be involved if a child appeared to be at risk or where there seemed to be a possible breach of registration requirements. In these cases both the parents/carers and Playgroup would be informed and the mediator would work with Ofsted to ensure a proper investigation of the complaint followed by appropriate action.

The contact details to register a complaint with Ofsted are:

Enquiries@ofsted.gov.uk

Tel: 03000 123 4666

These details are also displayed on the Playgroup Noticeboard which is located in either the cloakroom or main hall.

A record of complaints against the Playgroup and/or the children and/or the adults working within the group is kept. These dated records include the nature of the complaint, the action to be taken and the outcomes and are kept for 10 years.

An account of the findings of the investigation into the complaint and any action taken will be given to the complainant within 28 days.

Records of complaints will be available for to view Ofsted on request.

This Policy was adopted at the Annual General Meeting of Boughton Monchelsea Playgroup Association held on 10th February 2026

Signed on behalf of the Playgroup _____

Chairperson

To be reviewed and re-adopted by March 2027

This Policy was readopted at the Annual General Meeting of Boughton Monchelsea Playgroup Association held

Signed on behalf of the Playgroup _____

Chairperson

To be reviewed and re-adopted by March 2028

This Policy was readopted at the Annual General Meeting of Boughton Monchelsea Playgroup Association held on

Signed on behalf of the Playgroup _____

Chairperson

To be reviewed and re-adopted by March 2029