

COMPLAINT POLICY

Friary Pre School

THE CATHOLIC DIOCESE OF
ARUNDEL & BRIGHTON



Approved by:	Friary Preschool Committee
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Last reviewed on:	September 2026
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Next review due by:	September 2028
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Introduction:

At Friary Preschool, we strive to provide the highest quality of care and education for all children. However, we recognise that from time to time, concerns or complaints may arise. We are committed to addressing these in a timely, transparent, and effective manner.

This policy ensures that complaints from parents, carers, staff, and visitors are dealt with consistently, fairly, and in line with the Statutory Framework for the Early Years Foundation Stage (EYFS)

Aims:

To ensure concerns and complaints are handled professionally and with respect. To resolve complaints promptly and informally, where possible. To provide a clear and straightforward process for formal complaints if necessary. To ensure a thorough investigation and a fair resolution for all parties involved.

Scope:

This policy applies to concerns or complaints raised by:

- Parents or carers of children attending our setting.
- Staff members.
- Visitors or external professionals.

Types of Concerns or Complaints:

Complaints may relate to various aspects of our early years provision, such as:

- Quality of care and learning.
- Safeguarding and child protection concerns.
- Behaviour management or physical intervention.
- Health and safety issues.
- Staff conduct or professionalism.
- Breaches of policies or statutory requirements.

Stage One

- In the event of a complaint by a parent or carer regarding an aspect of the pre-school's work or about a member of staff, it should in most cases be possible to resolve the problem by discussing the situation with the individual concerned and coming to a mutually agreed solution.
- The pre-school is committed to an open-door policy with parents and welcomes comments about quality of the pre-school and services. Any points will be considered and acted upon and necessary.

- In the first instance of a concern arising, parents and carers are required to speak directly with the relevant member of staff; if it is not viable to speak to the member of staff the Pre-School Manager should be consulted. The Pre-School Manager will seek to resolve the problem with the parent in a calm and professional manner. If the situation is not resolved to the satisfaction of the complainant Stage Two of the procedure will come into operation.

Stage Two

- If Stage 1 procedures have failed to produce a resolution to the complainant should put the issues in writing to the managers of the pre-school.
- The pre-school will acknowledge receipt of the complaint within three working days to the complainant. The complaint will be fully investigated within 10 working days and a written reply sent to the person making the complaint. If an unforeseen delay occurs, the pre-school will advise the parent or carers of this and offer an apology and date for an expected reply and resolution.
- If the pre-school believes that the issue has Child Protection implications, they must inform the designated Child Protection Office immediately according to the procedure set out in the Child Protection Policy.
- If any party involved in the complaint has good reason to believe that a criminal offence has been committed, then have a legal obligation and responsibility to contact the police.
- The written response to the complaint from will be sent to the parent and carer concerned and copied to all relevant members of staff or implicated during the investigation. The response will include the conclusion to the full investigation and any amendments to the pre-school's policies, practices or procedures to prevent the situation arising in the future.
- The Pre-School Manager will offer to meet the parent or carer concerned to discuss the complaint and the pre-school's investigation and conclusion.
- At all times the Pre-School and Management will seek to re-establish a positive and constructive relationship with the complainant.

Stage Three

If Stage 1 and 2 procedures have failed to produce a resolution to the complainant should put the to put the complaint in writing to the Friary Preschool committee chairperson Fr Raymond Tumba.

Making a Complaint to OFSTED

A person making a complaint may refer the matter to Ofsted if they are dissatisfied with how the complaint was handled by a setting or the committee. A parent, or other individual, making a complaint to Ofsted about a provider may and can do it anonymously if they wish.

For safeguarding allegations against staff or the manager or deputy, the setting's Designated Safeguarding Officer will report the allegation to the Local Authority Designated Officer (LADO) to inform them of the allegation and to seek advice on how to move forward with the investigation. This may include other agencies if it is not deemed appropriate for the setting to carry out the investigation.

The OFSTED regulator for Friary Pre-School is:

Ofsted

Piccadilly Gate

Store Street

Manchester

M1 2WD

0300 123 4666

Investigation of Complaints

All written complaints will be investigated, and the complainant will be notified of the outcome. This includes written complaints made by email. The complainant will be provided with the following details;

- The process that was taken to ensure that the complaint was fully investigated, such as interviews, and reviews of records.
- Who was involved in the investigation, without identifying any individuals named in the complaint.

Details of the outcome of the investigation that took place will be recorded. This includes;

- Any actions identified by the setting,
- Any actions taken by Ofsted,
- Any action taken by another external agency, where the setting has their permission to do so.
- Any identified areas for improvement within the provision,
- If the setting has dismissed a member of staff for misconduct because they placed a child under significant harm the setting will inform the West Sussex County Council LADO

Recording and Storing Complaints

Providers must provide Ofsted, on request, with a written record of all complaints made during any specified period and the action which was taken because of each complaint. The record of complaints should be kept for at least three years. Any complaints received at stages 2 or 3 will be kept in a Complaints Record file kept on the pre-school premises and will be reviewed annually by the Manager and committee.

Confidentiality

Complaints will only be shared on a “need to know” basis and are kept securely in the Preschool office.

For further information about how we handle **your data** please see the **setting Privacy Policy**.