

## **Willow Tree Kindergarten COMPLAINTS PROCEDURE**

### **If you have a concern about this setting**

We aim to provide a high quality, efficient and accessible service to parents/carers and children. At regular intervals the management and staff meet to discuss and review the daily running of the setting, as well as possible improvements to the services offered by the setting. However, from time to time you may have a concern about some aspect of your child's care or the setting. Usually it should be possible to resolve any problems informally, as soon as they occur. If it is not possible to resolve your concern informally, we have a formal complaints procedure which must be followed and is set out below.

#### **Stage One**

If you have any concerns about your child's care or the setting, you should raise them with your child's key worker or manager as appropriate. A straightforward informal discussion between those involved may be all that is needed to set things right. We hope that any issues of concern can be resolved at this stage.

#### **Stage Two**

If you are still unhappy and your concern has not been resolved, then you should contact the manager of the setting (name shown below) and make your complaint. The manager will investigate your complaint within 10 working days. You may be asked to attend a meeting which will be recorded in writing. This may include other people involved in your complaint such as staff or witnesses. You will be informed in writing of the outcome of your complaint.

#### **Stage Three**

If your complaint or concern has still not been resolved to your satisfaction, you must put your complaint in detail and in writing to the Trustees (contact details shown below). We will acknowledge receipt of the complaint as soon as possible – within three working days – and fully investigate this stage of the complaint within ten working days. If there is any delay, we will advise you of this and offer an explanation. Again this may involve asking you to attend a meeting which may be attended by other people involved. A written record of the meeting will be made. The Trustees will be responsible for sending you a full and formal response to the complaint.

### **If you are still unhappy?**

If you are unhappy with the result, and your complaint relates to one or more of the Early Years Foundation State Safeguarding and Welfare Requirements, you may raise your complaint with Ofsted:

Ofsted  
Applications, Regulatory and Contact (ARC) Team  
Piccadilly Gate  
Store Street  
Manchester  
M1 2WD

Tel: 0300 123 4666  
Email: [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)  
Website: [www.ofsted.gov.uk](http://www.ofsted.gov.uk)

### **Complaints Records (Log):**

A Complaints Log will be kept securely and confidentially at Kindergarten. The log will contain details of the following:

- each complaint will be listed with the date it was first brought to the Kindergarten,
- the nature of the complaint,
- how it was dealt with
- Actions and outcomes

All records, (letters, notes/minutes of meetings or telephone calls, etc) will be kept together in a secure and confidential manner in a separate file held with the Complaints Log. If appropriate, a note mentioning the existence of such a file may be placed in the pupil file.

The Kindergarten will provide Ofsted, on request, with a written record of all complaints made during any specified period, and the action which was taken as a result of each complaint.

The record of each complaint and any supporting documents will be kept confidentially and securely for a period of at least three years and will then be destroyed.

**NAME OF SETTING MANAGER:** Lily Clark

**TRUSTEE CONTACT DETAILS:** [trustees.willowtreesteiner@gmail.com](mailto:trustees.willowtreesteiner@gmail.com)

Reviewed February 2024