

4.3 Making a complaint policy

Policy statement

We strive to provide the highest quality of care and education for our children and their families. At Perins Pre-school, we believe that parents are entitled to expect courtesy and prompt, careful attention to their individual needs and wishes. We always hope that parents are happy with the quality and service provided and we encourage parents to voice their appreciation to the staff concerned.

We record all compliments and share these with staff.

We welcome any suggestions from parents on how we can improve our services and will give prompt and serious attention to any concerns that parents may have. Any concerns will be dealt with professionally and promptly to ensure that any issues arising from them are handled effectively and to ensure the welfare of all children, enable ongoing cooperative partnership with parents and to continually improve the quality of the pre-school.

We have a formal procedure for dealing with complaints where we are not able to resolve a concern. Where any concern or complaint relates to child protection, we follow our safeguarding children and child protection policy.

Whenever possible, in the interest of a prompt resolution of issues, a complaint to Vita Multi Academy Trust should be raised within three months of the incident or, where a series of associated incidents have occurred, within three months of the last of these incidents. Vita Multi Academy Trust will, however, consider complaints made outside of this time frame where exceptional circumstances apply. Complaints raised in the school holidays will usually be deemed to have been received on the first school day after receipt.

Internal complaints procedure

Vita Multi Academy Trust aims to resolve all complaints efficiently and promptly and parents/carers are encouraged to bring any matter causing concern to the trustees attention as soon as possible. Vita Multi Academy Trust's policy allows for complaints to be considered at three stages.

Stage 1

If any parent should have cause for concern or any queries regarding the care or early learning provided by the setting, they should in the first instance take it up with the child's key person or deputy manager. If not resolved, we ask them to discuss this verbally with the manager.

An informal raising of a complaint to Vita Multi Academy Trust. Vita Multi Academy Trust hopes that most complaints can be resolved informally without the need to use formal stages of this policy. An informal complaint to the Multi Academy Trust will be acknowledged by telephone, email, or writing within two school days of receipt, indicating the action being taken and the likely time scale. The parent/carer will receive a response to the complaint within 15 school days.

Stage 2

If the issue remains unresolved or parents feel they have received an unsatisfactory outcome, then they must present their concerns in writing as a formal complaint to the manager. The manager will then investigate the complaint in relation to the fulfilment of the EYFS requirements and report to the parent within 28 working days. The manager will document the complaint fully and the actions taken in relation to it in the complaint's logbook. (Most complaints are usually resolved informally at stage 1 or 2.)

A formal complaint in writing. The formal complaint must be in writing to the CEO of Vita Multi Academy Trust. The complaint will be acknowledged by telephone, email, or letter within three school days. Written records will be kept of all meetings and interviews held in relation to the complaint. Where the investigation has been delegated to a senior member of staff, they will prepare a report on the investigation which will be considered by the Executive Headteacher. The CEO will notify the parents/carers by email or letter of the stage two decision and the reason for it within 15 school days from receipt of the formal complaint.

If the complaint is about the CEO of Vita Multi Academy Trust, then the complaint should be put in writing to the chair of Trustees.

Stage 3

If the matter is still not resolved, the pre-school will hold a formal meeting between the manager, parent, and a member of the senior leadership team to ensure that it is dealt with comprehensively. The pre-school will make a record of the meeting and document any actions. All parties present at the meeting will review the accuracy of the record and be asked to sign to agree it and receive a copy. This will signify the conclusion of the procedure.

Stage three is a complaint panel hearing. If a parent/carer is dissatisfied with the stage two response to the complaint, the parent/carer can request a complaint panel hearing. A request for a hearing must be put in writing to the clerk to the Trustees and will usually only be considered if the procedure for stage two has been completed. The written request should be made within 15 school days from receipt of the stage two decision.

Stage 4

If the matter cannot be resolved to their satisfaction, then parents have the right to raise the matter with Ofsted. Parents are made aware that they can contact Ofsted at any time they have a concern, including at all stages of the complaint's procedure, and are given information on how to contact Ofsted. Ofsted is the registering authority for nurseries in England and investigates all complaints that suggest a provider may not be meeting the requirements of the nursery's registration. They risk assesses all complaints made and may visit the setting to carry out a full inspection where it believes requirements are not met.

A record of complaints will be kept in the setting. The record will include the name of the complainant, the nature of the complaint, date and time complaint received, action(s) taken, outcomes of any investigations and any information given to the complainant including a dated response.

Parents will be able to access this record if they wish; however, all personal details relating to any complaint will be stored confidentially and will be only accessible by the parties involved. Ofsted inspectors will have access to this record at any time during visits to ensure actions have been met appropriately.

Contact details for Ofsted:

Email: enquiries@ofsted.gov.uk

Telephone: 0300 123 4666

For more information about Ofsted's role see:

<http://www.gov.uk/government/organisations/ofsted/about>

Parents will also be informed if the setting becomes aware that they are going to be inspected and after the inspection the setting will provide a copy of the report to parents and/or carers of children attending on a regular basis.

This policy was adopted on

21st April 2026

Date to be reviewed

21st April 2027

Signed on behalf of the provider

Michelle Osman

Role of signatory (e.g. chair, director or owner)

Pre-School Manager