

Complaints Policy & Procedures

Daisy Chain preschool is committed to providing a safe, stimulating and caring environment for children. Our aim is to welcome each individual child and family, providing a high quality of education and care.

However we accept that sometimes things don't always go according to plan. In such circumstances we will always try to put it right and address the issue courteously, promptly and confidentially.

We believe that complaints can help us see where our services or procedures might be improved, even if you feel that your concern does not amount to a 'complaint' we would still like to know about it.

The Aim Of Our Complaints Policy

- To provide an effective means to receive complaints about the quality or nature of services.
- To ensure those complaints are acted upon and recorded.
- To seek to resolve complaints quickly and as close to the point of service as is acceptable and appropriate.
- To ensure that responses to complaints are informative and comprehensive.
- To give management an additional tool to monitor the overall performance of the organisation and the extent to which its service objectives are being met.

Our Standards For Handling Complaints

At Daisy Chain our intention is to deal with all complaints fairly and with integrity. We will treat those making a complaint with courtesy, respect and fairness at all times. We expect that you will also treat our staff

dealing with your complaint with the same courtesy, respect and fairness. Complaints will be dealt with in confidence and data kept in line with data protection legislation. Complaints will be treated in accordance with the Equal Opportunities Policy of Early Years. All complaints received will be dealt with confidentially and in accordance with the requirements of the General Data Protection Regulations 2018, subject to the need to disclose information as required by statutory authorities, and/or as a result of statutory, legal or parliamentary obligations placed on Early Years.

How To Make A Complaint

Informal Complaints

If any parent/carer has cause for concern, in the first instance we would encourage them to speak with a member of staff. The member of staff will try to resolve your complaint immediately or will pass the matter on to a more senior colleague who will contact you to deal with the issue as soon as possible. If the matter is resolved at this stage, then no further action will be taken. However we may keep a record of your complaint to assist in improving our service.

If your complaint is not resolved informally you may decide to make a formal complaint following the process below.

Formal Complaints

Stage 1

You can make a formal complaint verbally, by telephone (07519 398186) in writing using a complaints form found below or by emailing daisychainoldcoulsdon@gmail.com

On receipt of your complaint the leadership team will send you an acknowledgement via email as soon as possible and will then proceed to investigate the matter raised. If the leadership team has good reason to believe a criminal offence has been committed within the matter raised then they will contact the police.

The complainant will be notified within 28 days of receiving the complaint. At the completion of the investigation a member of the leadership team will contact you via telephone or email if you would prefer, with the intention of reaching a resolution. You will also be sent a full and formal written response, which will be copied to all relevant staff if appropriate.

The complaint will be fully documented and will detail the nature of the complaint and any actions arising from it.

Stage 2

It is hoped that the complaint will be dealt with at stage 1. However if the matter is still not resolved a formal meeting should be held between the leadership team and the parent/carer. A record of the meeting should be made along with documented minutes and actions. All parties present at the meeting will sign the record and receive a copy which will signify the conclusion of the procedure.

Stage 3

If the matter cannot be resolved to their satisfaction, the parent/carer has the right to raise the matter with Ofsted, who are responsible for the registration and inspection of the preschool.

enquires@ofsted.gov.uk

0300 123 4666

A record of complaints will be kept in the preschool. These will only be accessible to the parties involved and Ofsted inspectors and will be stored as confidential files.

We do hope that at all times you will be happy with the service provided, our intention is to work in partnership with all our families and we will always welcome suggestions and ways to improve.

Revised by Lisa Arnold (deputy manager)

August 2021



Daisy Chain Pre School

St Johns Parish Hall
Bradmore Green
Old Coulsdon
CR5 1ED

daisychainoldcoulsdon@gmail.com
www.daisychainpreschool.net

07519 398186

Complaints Form

Full Name:

Address:

Phone Number:

Email:

Details Of Complaint:
(please use extra paper if needed)

Signature:

Date:

