

Concerns, Compliments and Complaints Procedure

This policy was written following the guidance of the:

- Statutory Framework for the Early Years Foundation Stage, 2024.
- Surrey Early Years Educational Effectiveness team.
- General Data Protection Regulations (GDPR) 2018.

This policy applies to both Bus Stop Pre-School, Bus Stop Forest School Holiday Play Scheme and Bus Stop Forest School Training.

Bus Stop Pre-School aims to provide high quality care and education to all our children and provide a warm environment where families feel welcome.

Concerns and Complaints

At times parents/carers/students/visitors/volunteers may have concerns/complaint about the service provided. It may be possible to resolve concerns/complaint by talking to the parties mentioned above and taking appropriate and prompt action. However, there may be occasions when an above-mentioned party makes a formal concern/complaint about the service in writing or by e-mail. In this instance a meeting between both parties will be organised to discuss the concern/complaint. If the concern/complaint relates to one or more of the Statutory Framework for the Early Years Foundation Stage (2024) the setting will investigate the concern/complaint, taking all necessary action and informing the party of the outcome within 28 day of receiving the concern/complaint in writing. All written concerns/complaints, meetings and the outcomes of the concern/complaint will be recorded in writing and where appropriate meetings to discuss concerns/complaints may be video recorded through Zoom/Microsoft Teams video calling. Permission to video record a meeting will be sought from both parties, before a recording can take place.

If the setting and an above-mentioned party are unable to reach an agreement an external mediator will be invited in, one who is acceptable to both parties, to listen to both sides and offer advice. A mediator has no legal power, but can help clarify the situation and suggest further ways of resolving it. The mediator will keep discussion confidential and will keep agreed records of any meetings or advice given. A mediator can be staff or volunteer within the Surrey Early Years Educational Effectiveness team.

All parents/carers/students/visitors/volunteers will be provided with a copy of the concerns and complaints information in the Induction Checklist on joining the setting. In the event of a formal concern/complaint the parties will be provided with a copy of

the concern/complaints record on completion of the investigation, identifying any action taken. This will be done within 28 days of the concern/complaint being received.

Concerns/Complaints will be recorded on the Pre-School's internal Complaints Record sheet. The record sheet has been designed to meet EYFS specific legal requirements. Complaint records will be made available at anytime to parents/carers and to Ofsted.

If a complaint made raises child protection concerns, the Surrey Safeguarding Children Partnership (SSCP) guidelines will be followed, LADO, Ofsted and the Disclosure and Barring services (DBS) will be contacted. Please see 'Safeguarding Children/Child Protection' policy.

If parents/carers/students/visitors/volunteers wish to complain about the service offered by the Bus Stop team and do not feel that a concern/complaint has been satisfactorily dealt with, parents/carers are at liberty to contact Ofsted at anytime, in the following ways:

- Website: www.ofsted.gov.uk,
- Write to: Piccadilly Gate, Store Street, Manchester, M1 2WD
- Telephone: 0300 123 1231, between 8am - 6pm.
- Email: enquiries@ofsted.gov.uk

Compliments

Parents/carers are invited to write down anything that their child has been enjoying at Bus Stop or home and if the Bus Stop team has done anything particularly well. The comments are shared with staff immediately and appropriate praise and compliments given.

Parents/carers are also invited to email their thoughts and feelings about Bus Stop Pre-School to busstoppreschool@aol.co.uk. The feedback gained is then used with permission to update the Parent Comments page on the website.

This policy was adopted in September 2006 and is reviewed annually.

This policy was reviewed in September 2024, reviewed in September 2025

Owner: _____ Manager: _____