

## **12.0 PARENTS' COMPLAINTS PROCEDURE**

At Cheam Baptist Church Pre-school we aim to provide the highest quality education and care for all our children. We welcome each individual child and family and provide a warm and caring environment where all children are nurtured and given the opportunity to learn and develop through play.

We believe children and parents are entitled to expect courtesy and prompt, careful attention to their needs. Our intention is to work in partnership with parents and we welcome suggestions on how to improve our setting.

We anticipate that most concerns will be resolved quickly by an informal approach to the appropriate Leader or Manager but if this does not achieve the desired result the following procedure will be implemented:

### **Stage 1**

- A parent who has a concern about any aspect of the setting's provision, or any member of staff or volunteer should firstly talk over any worries and anxieties with one of the leaders or the Manager.
- Most complaints should be resolved amicably and informally at this stage.

### **Stage 2**

- If the informal approach does not have a satisfactory outcome, either, within a couple of weeks, or if the problem recurs, the parent should put their concerns or complaint in writing to the Manager and the Committee. A form is available if required, which can be completed with the Leader or Manager.
- The complaint will be fully investigated, and the Leader or Manager will meet with the parent to discuss the outcome within 28 days.
- If the complaint is resolved at this stage, the main points are logged in our Complaints Summary Record.

### **Stage 3**

- If the parent is not satisfied with the outcome of the investigation, he or she can request a meeting with the Manager and appointed representative(s) from the Committee. The parent may have a friend or partner present if required and the Manager may have support if required.
- An agreed written record of the discussion will be made as well as any decision or action to be taken. This will be signed by the parent and Manager and a copy given to the parent.
- If the complaint is resolved at this stage, the main points are logged in our Complaints Summary Record.

### **Stage 4**

- If an agreement cannot be reached at Stage 3, the Pastor or person nominated by the Trustees, will be contacted; or an external mediator, who is acceptable to both parties, will

listen to both sides and offer advice. A mediator has no legal powers but can help to clarify the situation. Staff or volunteers within the Early Years Alliance or Ofsted will be available to act as mediator if both parties wish it.

- The mediator will help define the problem, review the action so far and suggest further ways in which it might be resolved.
- The mediator will keep all discussion confidential. S/he will meet with the Pre-school if requested and will keep an agreed written record of any meetings that are held and of any advice given.

### **Stage 5**

- When the mediator has concluded his/her investigations, a final meeting between the parent, Manager and appointed representative(s) from the Committee, is held in order to reach a decision on the action to be taken, based on the mediator's advice. The mediator may be present if both parties feel this will help a decision to be reached.

### **The role of Ofsted and the local authority**

- If it is felt there may be a breach in the Pre-school's registration requirements Ofsted will be informed as they have a duty to ensure the Statutory Framework for the Early years Foundation Stage is adhered to. In addition, Parents may approach Ofsted directly at any stage of this complaints procedure.
- The address and telephone number of Ofsted are as follows:

Ofsted Head Office  
Piccadilly Gate  
Store Street  
Manchester  
M1 2WD

Telephone number: 0300 123 4666  
Website: [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)

- If a child appears to be at risk we follow the procedures of Sutton LSCP in accordance with our Safeguarding Policy.

### **Records**

- Our Complaints Summary record is available for parents and Ofsted inspectors on request.

[Contact.ofsted.gov.uk/online-complaints](https://www.ofsted.gov.uk/online-complaints)

**We believe that most complaints are made constructively and can be sorted out at an early stage. We also believe that it is in the best interests of the Pre-school and parents that complaints should be taken seriously and dealt with fairly and in a way which respects confidentiality.**

Reviewed March 2026  
To be reviewed March 2027