

ASHENGROUND COMMUNITY PRESCHOOL



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Southdown Close
Haywards Heath
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Complaints Policy

On receiving a written or verbal complaint from the parent/carer the following procedures will be followed:

- Preschool complaint form will be provided to the parent
- Any verbal complaints must be recorded immediately and shared with the Preschool Manager. If the complaint is made against the manager, Trustees must be informed of the complaint.
- Parent/carer's preferred contact address must be obtained.
- The complaint will be investigated, and the findings will be added to the 'Preschool complaint' form.
- The complainants will be notified of the outcome of the investigation within 28 days of us having received the complaint.
- The record of complaints must be made available to Ofsted or the relevant agency on request.
- We will make available to parents and/or carers details about how to contact Ofsted if they believe the provider is not meeting the EYFS requirements.
- After any Ofsted visit, we will make a copy of the outcomes of the complaint available to the parents.

Ofsted Contact: 0300 123 1231

www.ofsted.gov.uk/early-years-and-childcare

Address: National Business Unit, Piccadilly Gate, Store Street, Manchester M1 2WD