

ASHENGROUND COMMUNITY PRESCHOOL



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website: www.ashengroundpreschool.org

Southdown Close
Haywards Heath
West Sussex
RH16 4JR

Complaints Policy

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

- Preschool complaint form will be provided to the parent.
- Any verbal complaints must be recorded immediately and shared with the Preschool Manager Mrs Eva Sims. If the complaint is made against the manager Eva Sims, Sue Neatherway must be informed of this complaint.
- Parent/carer's email address must be obtained.
- The complaint will be investigated - written investigation will be added to the 'Preschool complaint' form.
- investigate written complaints relating to their fulfilment of the EYFS 2021 requirements and notify complainants of the outcome of the investigation within 28 days of 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 or the outside agency with which the provider is registered as appropriate, if they believe the provider is not meeting the EYFS requirements.
- After the 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