



# Complaints policy and procedures.

*This policy will be reviewed on an annual basis*

## Statement of intent

Our club believe that children and parents are entitled to courtesy and prompt, careful attention to their needs and wishes. We welcome suggestions on how to improve our club and will give prompt and serious attention to any concerns about the running of the club. We anticipate that most concerns will be resolved quickly by an informal approach to the manager. If this does not achieve the desired result, we have a set of procedures for dealing with concerns.

## Aim

We aim to bring all concerns about the running of our club to a satisfactory conclusion for all of the parties involved.

## Methods

To achieve this, we operate the following complaints procedure. All clubs are required to keep a 'summary log' of all complaints that reach stage 2 or beyond. This is to be made available to parents as well as to Ofsted inspectors. A full procedure and a record of a complaints log are attached for guidance and completion.

## Making a complaint

### Stage 1

- Any parent/carer who has a concern about an aspect of the club's provision talks over their worries and anxieties with the manager.
- Most complaints should be resolved amicably and informally at this stage.

### Stage 2

- If this does not have a satisfactory outcome, or if the problem recurs, the parent/carer moves to Stage 2 of the procedure. This is done by putting the concerns or complaint in writing to the manager **Michelle Dymond** or chair of Trustee Directors **Kathy Cracknell**, addressed to Pippins Pre-School and Nursery, Market Square House, Market Street, Crediton, Devon, EX17 2BN or email [pippinsnurserycrediton@gmail.com](mailto:pippinsnurserycrediton@gmail.com) Alternatively, you can contact the chair direct via email [kathy.cracknell@pippinspreschoolcrediton.co.uk](mailto:kathy.cracknell@pippinspreschoolcrediton.co.uk).
- For parents/carers who are not comfortable with making written complaints, the complaints log may be completed with the manager and signed by the parent/carer.
- The club stores written complaints from parents in the complaints folder.
- When the investigation into the complaint is completed, the manager contacts the parent/carer to discuss the outcome.
- When the complaint is resolved at this stage, the summative points are logged in the Complaints Summary Record.

### Stage 3

- If the parent/carer is not satisfied with the outcome of the investigation, they request a meeting with the manager and the chair of the trustee directors. The parent/carer should have a representative present and the manager must have a representative present e.g. a member of the management team or a trustee director.
- An agreed written record of the discussion is made as well as any decision or action to take as a result. All of the parties present at the meeting sign the record and receive a copy of it.
- This signed record signifies that the procedure has concluded. When the complaint is resolved at this stage, the summative points are logged in the Complaints Summary Record.

### Stage 4

- If at the Stage 3 meeting the parent/carer and club cannot reach agreement, an external mediator is invited to help to settle the complaint. This person should be acceptable to both parties, listen to both sides and offer advice. A mediator has no legal powers but can help to define the problem, review the action so far and suggest further ways in which it might be resolved.
- Playworkers or volunteers within the professional Crediton community are appropriate persons to be invited to act as mediators.
- The mediator keeps all discussion confidential. They can hold separate meetings with the setting personnel (manager and chair of trustee directors) and the parent/carer, if this is decided to be helpful. The mediator keeps an agreed written record of any meetings that are held and of any advice given.

### Stage 5

- When the mediator has concluded their investigations, a final meeting between the parent, the manager and the chair of trustee directors is held. The purpose of this meeting is to reach a decision on the action to be taken to deal with the complaint. The mediator's advice is used to reach this conclusion. The mediator is present at the meeting if all parties think this will help a decision to be reached.
- A record of this meeting, including the decision on the action to be taken, is made. Everyone present at the meeting signs the record and receives a copy. This signed record signifies that the procedure has concluded.

### The role of the Office and Devon Safeguarding Children's Board (DSCB)

- Parents may approach Ofsted directly at any stage of this complaint's procedure. In addition, where there seems to be a possible breach of the setting's registration requirements, it is essential to involve Ofsted as the registering and inspection body with a duty to ensure the EYFS welfare requirements are adhered to.
- The address and telephone number of our Ofsted regional centre are:

Ofsted Early Years, The National Business Unit, Ofsted, Piccadilly Gate, Store Street, Manchester M1 2WD

Telephone: 0300 123 4666. Kidz Star Club Registration number is EY429479.

- These details are displayed on our clubs notice board.
- If a child appears to be at risk, our club follows our Safeguarding policy.
- In these cases, both the parent and club are informed and the manager works with Ofsted or the Devon Safeguarding Children's Board (DSCB) to ensure a full investigation of the complaint, followed by appropriate action.

### Timescales

All complaints must be registered in writing to the manager and chairperson within 14 days of the occurrence and the complaint will be responded to within 20 days.

### Records

- A record of complaints against our club and/or the children and/or the adults working in our club is kept, including the date, the circumstances of the complaint and how the complaint was managed.
- The outcome of all complaints is recorded in the Complaints Summary Record which is available for parents and Ofsted inspectors on request.

### Zero Tolerance

No member of staff should be subject to violent, threatening or abusive behaviour and will not be tolerated. All employees have the right to work and carry out their duties in an environment free from violence, threatening or abusive behaviour, in such an event Pippins will call the Police for protection.

This policy was adopted at a meeting of Pippins Pre-school  
and nursery and Kidz Star Club

Held on Thursday 9<sup>th</sup> October 2025

Signed on behalf of the Management Trustee

Directors

Role of signatory (e.g., chairperson etc.)



Chairperson

Commenced 2011 - Reviewed 23.12.2025