

Fairfield Playbox Pre-School

COMPLAINTS PROCEDURE

Statement of intent

At Fairfield Playbox we believe that children and parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes. We welcome suggestions on how to improve our preschool and will give prompt and serious attention to any concerns.

We anticipate that most concerns will be resolved quickly by an informal approach to a member of staff. 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 preschool to a satisfactory conclusion for all of the parties involved, within a reasonable amount of time.

Methods

To achieve this, we operate the following complaints procedure. All settings are required to keep a 'summary log' of all complaints that reach stage 2 or beyond. This is made available to parents as well as to Ofsted inspectors.

Making a formal complaint

Stage 1

- Any parent who has a concern about an aspect of Playbox's provision should talk first of all, to the Playbox 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 can move to Stage 2 of the procedure by putting the concerns or complaint in writing to the Playbox Manager or the Chair of the Playbox Management Committee, c/o Kingston Methodist Church, Fairfield South, Kingston, Surrey KT1 2UJ.
- An investigation into the complaint will then be undertaken and when it is completed the Playbox Manager or the Chair of the Playbox Management Committee inform the parent of the outcome.
- When the complaint is resolved at this stage, the substantive points are logged in the Complaints Summary Record.
- Playbox stores written complaints from parents in a separate file designated for this purpose.

Stage 3

- If the parent is not satisfied with the outcome of the investigation, he or she may request a meeting with the Playbox Manager or the Chair of the Playbox Management Committee. The parent may have a friend or partner present if required and the Playbox Manager should have the Chair of Playbox Management Committee present with them. There may also be an additional person to take notes.
- An agreed written record of the discussion will be made as well as any decision or action to take as a result of the meeting. All of the parties present at the meeting will be asked to sign the record and receive a copy of it.
- This signed record will signify that the procedure has concluded. When the complaint is resolved at this stage, the substantive points will be logged in the Complaints Summary Record.

Stage 4

- If at the Stage 3 meeting the parent and Playbox cannot reach agreement, an external mediator may be 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.
- The mediator will keep all discussion confidential. S/he can hold separate meetings with the preschool personnel (the Manager and the Chair of the Playbox Management Committee) and the parent, if this is decided to be helpful. The mediator will keep an agreed written record of any meetings that are held and of any advice s/he gives.
- When the mediator has concluded her/his investigations, a final meeting between the parent, the Playbox Manager and the Chair of the Playbox Management Committee will be 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 may be 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, will be made. Everyone present at the meeting will be asked to sign the record and receive a copy of it. This signed record signifies that the procedure has concluded.

The role of the Office for Standards in Education, Early Years Directorate (Ofsted) and the Local Authority Designated Officer (LADO)

Ofsted

- Parents may approach Ofsted directly at any stage of this complaints procedure. Where there seems to be a possible breach of the preschool's registration requirements, it is essential to involve Ofsted as the registration and inspection body with a duty to ensure the Early Years Foundation Stage Welfare Requirements are adhered to.

Local Authority Designated Officer (LADO)

- In cases where the nature of the complaint suggests that a child may have been harmed by a member of staff or volunteer at Playbox the Local Authority Designated Officer (LADO) must be informed.

This policy was last reviewed on 30.09.25

Signed on behalf of the Management Committee by Alan Clatworthy (Chair)

.....

Contact Details

Correct as at 12.11.24

Single Point of Access (SPA)

- 020 8547 5008 (8am to 5.15pm, Monday to Thursday and 8am to 5pm on Friday)
- 020 8547 5008 (Out of hours)
- Online Referral Form: [Single Point of Access - London Borough of Richmond upon Thames](#) (for Richmond and Kingston)

Information source:

[AfC Info website - Kingston and Richmond :: Community Information / Information and advice / Safeguarding and child protection / Single Point of Access \(SPA\)](#)

Local Authority Designated Officer (LADO)

- 07774 332675
- LADO@achievingforchildren.org.uk

Information source:

[AfC Info website - Kingston and Richmond :: Community Information / Information and advice / Safeguarding and child protection / Quality Assurance and Review Service / Local Authority Designated Officer](#)

Office for Standards in Education, Children's Services and Skills (Ofsted)

For complaints about a childcare provider:

- Email: enquiries@ofsted.gov.uk
-
- Phone: 0300 123 4666.

Playbox Ofsted Registration Number: 131796

Information source:

[Complaints procedure - Ofsted - GOV.UK](#)