# Bishop Sutton Pre-School and Forest Club

**Charity Registration Number 1172849**

## 13 Complaints Policy and Procedure

Bishop Sutton Pre-School aim to provide the highest quality education and care for all children. We aim to offer a welcome to each individual child and family/carer and to provide a warm and caring environment within which children can learn and develop as they play.

We believe children and parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes. Our intention is to work in partnership with parents/carers, sharing information. Parents/Carer's views and concerns are respected and acknowledged. Appropriate and prompt action will be taken on any concerns raised and complaints will be investigated. Complainants will be notified of the outcome within 28 days.

If you have or continue to have concerns about the way your data is handled and remain dissatisfied after raising your concern with us, you have the right to complain to the Information Commissioner Office (ICO). The ICO can be contacted at Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or ico.org.uk Tel. 0303 123 1113

A record of all complaints will be kept, using the 'Complaints Record' maintaining appropriate confidentiality, and information from that record will be shared with parents on request.

**The role of OFSTED**

Bishop Sutton Pre-School will provide Ofsted at its request, and at any time, a list of all complaints made in any specified period and the outcome and action that was taken as a result of each complaint. Bishop Sutton Pre-School will keep complaints records accessible and Ofsted has a right to inspect these.

**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 interest of the pre-school and parents that complaints should be taken seriously and dealt with fairly and in a way which respects confidentiality.**

Ofsted: www.ofsted.gov.uk, tel: 0300 123 1231 PTO

The National Business Unit

Ofsted

Piccadilly Gate

Store Street

Manchester M1 2WD

| | |
|---|---|
| This policy was adopted by | Bishop Sutton Pre-school & Forest Club |
| On | 1st July 2025 |
| Amended on | |
| Date to be reviewed | AGM 2026 |
| Signed on behalf of the Management Committee | *Sarah Short* |
| Name of signatory | Sarah Short |
| Role of signatory | Chair of the Committee |
| Signed on behalf of the Staff | *Penny Rowlands* |
| Name of signatory | Penny Rowlands |
| Role of signatory | Joint Manager |