Under Fives Roundabout

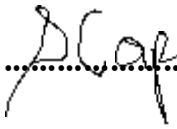
Complaints Procedure

Policy No: 1.7

Last reviewed: September 2025

To be reviewed by: August 2026

Responsible member of staff: Samantha Capes

Signed:  **Date:** 24/09/2025

Responsible member of Committee: Sophie Pearson **Date:** 09/12/2025

Complaints procedure

Statement of intent

As part of our continued improvement, we welcome constructive feedback from our families and we understand that circumstances may arise whereby you need to raise a concern. When this happens, we do our best to resolve any issues with respect and sensitivity.

Aim

We anticipate that most issues will be resolved in an informal chat or e-mail with either your child's key worker or the Pre-School Manager. You may need to escalate an issue that you feel has not been resolved to your satisfaction or the concern may be so serious that it requires a more formal approach. This document outlines what to do if you have a formal concern.

Making a Complaint

Stage 1

If you have a concern, you should bring this to the attention of your child(ren)'s key worker or the Pre-School Manager. It is probably best to make an appointment in advance as drop-off and pick-up times can be quite busy and we can speak to you either in person or over the phone. Most complaints are resolved at this stage. If you are not satisfied with the outcome, (or the problem reoccurs) you should then follow Stage 2.

Stage 2

If an earlier complaint has not been resolved, the issue has happened again, or if you believe the situation so serious that it requires immediate escalation, you should put your concerns or complaint in writing to the Manager and the Chair of the Roundabout Committee. This can be done via e-mail or in a letter as follows:manager@underfivesroundabout.org.uk

chair@underfivesroundaboutorg.uk

The Manager and the Chair of the Management Committee
Under Fives Roundabout
Warwick Road
Cambridge
CB4 3HN.

For parents who are not comfortable with making a written complaint, this may be completed with the Manager or the Chair of the Roundabout Committee and signed by the parent.

Written complaints from parents are stored in the child's personal file unless a full investigation is required, in which case it may be kept in a separate file.

When the investigation into the complaint is completed, the Pre-School Manager will meet with you to discuss the outcome.

When the complaint is resolved at this stage, the main points are logged in the Complaints Summary Record, which is stored in the office.

Stage 3

If you are not satisfied with the outcome of the investigation, you should request a meeting with the Manager or the Chair of the Roundabout Committee. You may have a friend or partner present to take your own notes if desired, and the Manager/Chair will have the support of a member of the Committee.

The notes of the meeting will be documented including any action points and resolutions. All members present will sign the notes to accept that they are a true representation of the meeting and you will receive a copy.

If the complaint is resolved at this stage, the main points are logged in the Complaints Summary Record, which is stored in the office.

Stage 4

If at the Stage 3 meeting the parent and Under Fives Roundabout 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.

Staff or volunteers within the Early Years Alliance or The Ombudsman's Advice Team are appropriate persons to be invited to act as mediators. Under Fives Roundabout may seek advice from Local Authority Early Years Adviser.

The mediator keeps all discussion confidential. He/she can hold separate meetings with Roundabout personnel (Manager and Chair of the Committee) and the parent, if it is decided that this would be helpful. The mediator keeps an agreed written record of any meetings that are held and of any advice he/she gives.

Stage 5

When the mediator has concluded his/her investigations, a final meeting between the parent, the Manager and the Chair of the Committee 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 decision. The mediator is present at the meeting if all parties think this will be helpful in reaching a decision.

A record is kept of this meeting, including the decision on the action to be taken.

Everyone present at the meeting signs the record and receives a copy of it. This signed record signifies that the procedure has concluded.

Feedback

We will usually respond to informal complaint verbally with families within 2 working days. Feedback on a formal complaint will be given in writing within 28 working days.

Records

A record of formal complaints against Under Fives Roundabout is kept in the office, 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 to all parents and Ofsted inspectors on request from the staff.

The role of the Office for Standards in Education, Children's services and skills (Ofsted)

Parents may approach Ofsted directly at any stage of this complaints procedure.

Where there seems to be a possible breach of the registration requirements, it is essential to notify Ofsted (the registering and inspection body with a duty to ensure the welfare requirements of the EYFS are adhered to). Contact details for Ofsted can be found below and are displayed on our notice boards.

If a child appears to be at risk Under Fives Roundabout follows the procedures of the Local Area Safeguarding Children Committee. In these cases, both the parent and Under Fives Roundabout is informed, and Under Fives Roundabout works with Ofsted Local Safeguarding Team to ensure a proper investigation of the complaint, followed by appropriate action.

Useful Addresses:

OFSTED

Piccadilly Gate
Store Street
Manchester
M1 2WD

The helpline number is **0300 123 1231**

The e-mail address is enquiries@ofsted.gov.uk

Roundabout's registration number is EY379489