



Complaints and Whistle-Blowing Policy Policy No. 5E

If you feel you have reason to complain we have a policy to deal with this to ensure a mutually satisfactory outcome.

- Talk to a member of staff, who will pass on the information to the manager.
- The manager will discuss concerns and try to resolve any problems with you.
- If you are still unhappy please contact, in writing, the chairperson;

Mrs Kathryn Field
Highfield House
Virgins Lane
Battle
East Sussex
TN33 0JH

- The chairperson will complete a complaint record after consultation with the manager and an internal investigation will be undertaken. Mrs Field will take the complaint to the committee or will deal with it directly herself.
- The outcome of the investigation will be advised to the complainant, in writing, within 28 days of having received the complaint.
- Written records of complaints and their outcomes will be kept and will be made available to Ofsted on request.
- Alternatively, you can contact Ofsted directly at:

Applications, Regulatory and Contact (ARC) Team

Ofsted
Piccadilly Gate
Store Street
Manchester
M1 2WD
0300 123 4666

www.ofsted.gov.uk/early-years-and-childcare

Ofsted will investigate any written complaint and will liaise with the pre-school concerning any action that needs to be taken.



Whistle-Blowing

- All concerns regarding Safeguarding must be directed to the Lead Person, KATE LONGLEY
- If the complaint relates to the Lead person the complaint must be directed to the Registered Person, the nominated person who is CAROLYN BORTHWICK.
- If the complaint relates to the Registered Person, the complainant must contact the Local Authority Designated Officer and Ofsted (0300 123 4666).

This policy was adopted at a trustees meeting of	Battle Pre-School Playgroup
Held on	12th September 2024
Minute Reference	Sept24 Item 10
Date to be reviewed	September 2026

