

## **COMPLAINTS PROCEDURE**

### **Aim**

As a member of the Pre-School Learning Alliance we aim to provide the highest quality education and care for all our children. We aim to offer a welcome to each individual child and family and to provide a warm caring environment within which all children can learn in and develop as they play.

### **Methods**

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 and the community generally and we welcome suggestions on how to improve our group at any time.

### **How to register a complaint**

#### Stage 1

- Any parent who is uneasy about an aspect of the pre-school's provision talks over, first of all, his/her worries and anxieties with the Playleader. Most complaints should be able to be resolved informally at this stage

#### Stage 2

- If this does not have a satisfactory outcome, or if the problem recurs, the parent/carer moves to this stage of the procedure by putting the concerns or complaint in writing to the Playleader and the Chair of the management committee. The Pre-School will keep any complaints and details of how it was dealt with and resolved.  
When the investigation is complete, the Chair will meet with the parent/carer at a pre arranged time and place to discuss the outcome of the investigation; this will take place within 28 days of the date that the parent registered the complaint.

#### Stage 3

- If the parent/carer is not happy with the results of the investigation he or she may requests a meeting with the pre-school chair of the management committee. The parent may bring a friend or partner if required. The chair may have the support of the CO (Childcare Officer)  
An agreed written record of the discussion will be made. 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.

### **The role of the Office for Standards in Education, Early Years Directorate (Ofsted) and the Area Child Protection Committee.**

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

The telephone number to call Ofsted with regard to any complaint is:

**0300 1231231**

These details are displayed on our pre-school's notice board.

If a child appears to be at risk, our pre-school follows the procedures of the LSCB (Local Safeguarding Childrens Board).

In these cases, both the parent and pre-school are informed and the pre-school leader works with Ofsted or the LSCB to ensure a proper investigation of the complaint followed by appropriate action.

### **Records**

A record of complaints against our pre-school and/or the children and/or the adults working in our pre-school is kept, including the date, the circumstances of the complaint and how the complaint was managed.

### **Investigations and confidentiality**

Whilst an investigation into any complaint is being made the parent/carer will not make any comment or reference on any social networking website or publicly as this could be detrimental to both parties (parent/carer and/or Pre-School). The Pre-School will treat all complaints with the strictest confidentiality and expects the parent/carer to observe this also.

*This policy was adopted at a meeting of the pre-school held on (date).....*

*Signed on behalf of the pre-school.....*