

Complaints Procedure

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 provide an environment within which all children can learn and develop as they play. Our intention is to work in partnership with parents and the community generally and we always welcome suggestions on how to improve our group.

- A parent who is uneasy about any aspect of the group's provision should talk over any worries with the pre-school manager.
- If the matter is not resolved to the parent's satisfaction then they should put their concerns or complaint in writing and contact the chairperson Sarah Robinson who will aim to return a written response within 28 days. For parents who are not comfortable with making written complaints there is a template in the 'Complaints Summary Record' document which is kept at the Pre-school. This publication acts as a 'summary log' for complaints that reach this stage
- If the parent is still not satisfied with the outcome of the investigation a meeting will be arranged with the chairperson, the pre-school manager and the parent, who should have a friend or partner with them if required. An agreed written record of the discussion is made as well as any decision or action taken as a result and signed by all the parties present at the meeting, who will receive a copy. This signed record signifies that the procedure has concluded and that the complaint has been resolved at this stage. The summative points are logged in the Complaints Summary Record.
- If the parent and the setting cannot reach agreement, an external mediator is invited to help to settle the complaint. A mediator, who should be acceptable to both parties, has no legal powers but can listen to both sides, offer advice, review the action taken so far and suggest further ways to proceed. The mediator keeps written records of these meetings and the advice given. A final meeting is held when the mediator has concluded his/her investigations, and the purpose of this is to reach a decision on the action to be taken. A record of this meeting is signed by everyone present and they receive a copy. This signed record signifies that the procedure is concluded.

Parents may approach Ofsted at any stage of this complaints procedure on 0300 123 1231, or can write to the following address:

Ofsted
National Business Unit
Piccadilly Gate
Store Street
Manchester
M1 2 WD

A written record of a complaint and the subsequent action taken will be made.