

 **Complaints Procedure**

We aim to provide the highest quality education and care for all our children.  We aim to offer a welcoming environment to each individual child and family and to provide a warm and caring environment within which all 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 and the community generally and we welcome suggestions on how to improve our group at any time.

* A parent who is uneasy about any aspect of the provision should first of all talk over any worries and anxieties with one of the management team whereby hopefully the matter can be resolved promptly.
* However, there may be occasions when parents are not satisfied with the outcome of these discussions.  If this is the case, they should put their concerns or complaint in writing to the Preschool Manager who will then complete a Complaints Record Form and arrange a meeting with the parents.
* After 28 days parents must be informed of the outcome of their complaint.
* Where the parent and preschool cannot reach agreement, it might be helpful to invite an external mediator, one who is acceptable to both parties, to listen to both sides and offer advice.  A mediator has no legal powers but can help to clarify the situation.  Staff or volunteers with the Pre-School Learning Alliance will be available to act as mediator if both parties wish it.  The mediator will help define the problem, review the action so far and suggest further ways in which it might be resolved.  The mediator will keep all discussions confidential.  He/she will meet with the preschool if requested and will keep an agreed record of any meetings that are held and of any of the advice he/she has given.

If parents wish, they can report their concerns directly to Ofsted.

For further information please contact:

OFSTED Early Years Complaints

The National Business Unit

Ofsted

Piccadilly Gate

Store Street

Manchester

M1 2 WD
OFSTED Early Years complaints phone line: 0300 123 1231

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 interests of the preschool and the parents that complaints should be taken seriously and dealt with fairly and in a way which respects confidentiality.

The preschool will keep a copy of any complaints from parents in a complaints folder kept on premises.