

STAMPERS PRE-SCHOOL

Complaints Policy (reviewed 18.2.16)

Statement of intent

Our pre-school believes that children and parents/carers are entitled to expect courtesy and prompt, careful attention to their needs and wishes. We welcome suggestions on how to improve our pre-school and will give prompt and serious attention to any concerns about the running of the pre-school. We anticipate that most concerns will be resolved quickly by an informal approach to the appropriate member of staff. If this does not achieve the desired result, we have a set of procedures for dealing with concerns.

Aim

We aim to bring all concerns about the running of our pre-school to a satisfactory conclusion for all of the parties involved.

Methods

To achieve this, we operate the following complaints procedure.

How to complain:

Stage 1

- Any parent who is uneasy about an aspect of the pre-school's provision talks over, first of all, their worries and anxieties with their key person or the pre-school leader.

Stage 2

- If this does not have a satisfactory outcome, or if the problem reoccurs, the parent moves to Stage 2 of the procedure by putting the concerns or complaint in writing to the pre-school leader and the chair of the management committee.
- A written complaint will be investigated and the results of this investigation will be made available to the complainant within 28 working days of the complaint being received.
- Most complaints should be able to be resolved informally at Stage 1 or at Stage 2.

Stage 3

- The parent requests a meeting with the pre-school leader and the chair of the management committee. Both the parent and the leader should have a friend or partner present if required. An agreed written record of the discussion is 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.

Stage 4

- If, at the Stage 3 meeting, the parent and pre-school 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.

- The mediator keeps all discussion confidential. She/he can hold separate meetings with the pre-school personnel (pre-school leader and chair of the management committee) and the parent, if this is decided to be helpful. The mediator keeps an agreed written record of any meetings that are held and of any advice she/he gives.

Stage 5

- When the mediator has concluded her/his investigations, a final meeting between the parent, the pre-school leader and the chair of the management 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 conclusion. The mediator is present at the meeting if all parties think this will help a decision to be reached.
- A record of this meeting, including the decision on the action to be taken, is made. Everyone present at the meeting signs the record and receives 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 Local Safeguarding Children Board.

- 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 National Standards for Day Care is adhered to.

The telephone number of OFSTED to register a complaint is :

- 0300 123 1231

Web site - www.ofsted.gov.uk

- [Email - enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)
- [Post -](#) Ofsted, Piccadilly Gate, Store Street, Manchester, M1 2WD

These details are displayed on our pre-school's notice board in our information booklet, and on our website.

If a child appears to be at risk, our pre-school follows the procedures of the Local Safeguarding Children Board in our local authority.

In these cases, both the parent and pre-school are informed and the pre-school leader works with OFSTED or the Area Child Protection Committee 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.

See also:

Admissions Policy

Behaviour Management Policy
Confidentiality Policy
Equality and Diversity Policy
Funding and Fees Policy
Health and Safety Policy
Hygiene Policy
Missing Child Policy
Parental Involvement Policy
Personal and Intimate Care Policy
Safeguarding Children Policy
Inclusion Policy

This Policy was adopted by the Stampers Pre-school Management Committee.

Signed
Chair of Stampers Pre-school Management Committee

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