

Complaints Procedure

We hope that both parents and children find Preschool a warm and welcoming environment in which the children can socialise and learn through play with other children. We hope to work with parents and would welcome any suggestions to improve the Pre-school. The Complaints Procedure forms part of the new parents/carers pack when a child joins Pre-school.

Making Concerns Known

If a parent has any worries they should talk to their child's keyworker or the manager.

If the matter does not have a satisfactory outcome, or the problem recurs, the parents should put their concerns or complaint in writing and request a meeting with the manager and chairperson. If a complaint has been made in writing a response has to be made in writing within 28 days.

Parents may choose to have a friend or partner present with them at the meeting. An agreed written record of the discussion should be made.

If parents and Pre-school cannot reach an agreement it might be helpful to invite an external mediator (Early Years Advisor) acceptable to both parties. The mediator will help define the problem, review and suggest further ways in which it might be resolved.

A record of complaints and their outcomes will be kept and shown to Ofsted on inspection. The record will be kept for three years.

Should parents be unable to solve their grievance they can approach Ofsted directly telephoning 0300 123 1231

The Role of the Regulatory Authority

If it is necessary, the matter will be referred to Ofsted who have a duty to ensure requirements are being met.

The Regulatory Authority would become involved if a child was at risk or where there seems to be a breach of registration requirements. In these cases both parents and Pre-school would be informed and the Early Years Department of the Local Authority would work with Social Services to ensure a proper investigation and appropriate action.