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| <b>Policy Name</b>    | <b>Complaints</b>           |
| <b>Date Issued</b>    | <b>January 2012</b>         |
| <b>Author / Owner</b> | <b>Hagbourne Pre-School</b> |

### **Statement of Intent**

Our Pre-school believes that children and parents 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 the Pre-school to a satisfactory conclusion for all of the parties involved.

### **Method**

To achieve this, we operate the following complaints procedure:

Any parent who is uneasy about any aspect of the Pre-school's provision talks over, first of all, his/her worries and anxieties with their child's Key person, if unsatisfied this can be escalated to the Early Years Manager or Deputy.

If this does not have a satisfactory outcome, or if the problem recurs, the parent puts their concern/complaint in writing to the Early Years Manager and the Chair of the management committee.

Most complaints should be able to be resolved informally at Stage 1 or 2.

The parent requests a meeting with the Early Years Manager and the Chair of the management committee. Both the parent and the Manager should have a friend present if required. An agreed written record of the discussion is made. All parties present at the meeting sign the record and receive a copy. This signifies the conclusion of the procedure.

If at the Stage 3 meeting the parent and Pre-school cannot reach an agreement, an external mediator from the Pre-School Learning Alliance is invited to help to settle the complaint. The mediator should be acceptable to both parties, listen to both sides and offer advice. The mediator has no legal powers but can help define the problem, review the actions and suggest a way forward. A written record of the mediation will be kept.

When the mediator has concluded his/her investigations a final meeting between the parent, Early Years Manager and Chair of the management committee is held. This meeting will also be attended by the mediator and will be to reach a final decision on the action to be taken to deal with the complaint. A written record of the meeting will be made and signed by all parties.

All written complaints will be investigated and the complainant will be notified of the outcome within 28 days.

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 are adhered to.

Details of the Ofsted regional centre can be found on the Pre-school notice board.



A record of complaints against our Pre-school and/or the children and/or adults working in the Pre-school is kept, including the date, the circumstances of the complaint and how the complaint was managed. These records will be kept for 3 years.

This policy was reviewed and updated (where required) on 08/01/2022 (date)

Reviewed/updated by Dominique McCann (Chairperson)

Reviewed/Updated by \_\_\_\_\_ (Manager)

Reviewed/Updated by Julie Higgins (Deputy Manager)