



Registered Charity No. 1023849

COMPLAINTS PROCEDURE

Statement of Intent

Bollinbrook 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 results, 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.

Stage 1

Any parent who is uneasy about an aspect of the pre-school's provision talks over, first of all his/her worries and anxieties with the Pre-school Manager.

Stage 2

If this does not have a satisfactory outcome, or if the problem recurs, the parent moves to Stage 2 of the procedure by putting the concerns or complaints in writing to the Pre-school Manager and the Chair of the Management Committee.

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

Stage 3

The parent requests a meeting with the Pre-school Manager and the Chair of the Management Committee. Both the parent and the manager should have a friend, partner or Union representative 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 the 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.

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Bollinbrook Pre-school, Abbey Road, Macclesfield, SK10 3AT Tel: 01625 403130

The mediator keeps all discussion confidential. He/she can hold separate meetings with the Pre-school personnel (Pre-school Manager and Chair of the Management committee) and the parents, if this is decided to be helpful. The mediator keeps an agreed written record of any meetings that are held and of any advice he/she gives.

Stage 5

When the mediator has concluded her/his investigations, a final meeting between the parents, the Pre-school Manager 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 Area Child Protection Committee

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 requirements of the EYFS are adhered to.

The address and telephone number for Ofsted are displayed on our office notice board.

If a child appears to be at risk, our Pre-school follows the procedures detailed in our Safeguarding Policy.

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.

This policy was adopted at a meeting of _____ name of setting

Held on _____ (date)

Date to be reviewed _____ (date)

Signed _____

Name of signatory _____

Role of signatory (e.g. chair/owner) _____

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