**Complaints Procedure**

All day care providers registered with OFSTED are required to have a written complaints procedure for you to follow. If you are a parent and make a formal written complaint to your day care provider which relates to one or more of the national standards, he or she must carry out an investigation into your complaint. The registered provider must provide you with an account of the findings of the investigation within 28 days of receiving your complaint.

**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 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 has cause for a complaint about any aspect of the Pre-School's provision should in the first instance raise their concerns with the Pre-Schools **Manager Brigitte Friston** or **Supervisor** **Lucy Saunders**. This may be verbal or in writing.

**Stage 2**

 **\*** If this does not have a satisfactory outcome, or if the problem re-occurs, the parent moves to stage 2 of the procedure by putting the concerns or complaint in writing to the Manage/Supervisor and the Chair of the committee

 **\*** Most complaints should be able to be resolved informally at stage 1 or stage 2

**Stage 3**

 **\*** The parent requests a meeting with the pre-school manager/supervisor and the chair of the committee. Both the parent and the manager/supervisor 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 parents and Pre-School cannot reach an agreement, an external mediator is invited to help settle the complaint. This person should be acceptable to both parties, listen to both sides and offer advice. A mediator has not legal powers but can help 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 Manage/Supervisor and chair of the 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 advise she/he gives.

**Stage 5**

 \* When the mediator has concluded her/his investigations, a final meeting between parent, the Pre- school and the chair of the 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 advise is used to reach this conclusion. The mediator is present at the meeting if all parties thin 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's 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 are adhered to.

The address and telephone number of Ofsted is:

**Ofsted Tele: 0300 123 1231**

**Piccadilly gate**

**Store Street**

**Manchester**

**M1 2WD**

These details are shown in the Pre-School's operational plan.

If the child appears to be at risk, our Pre-School follows the procedures of the local safeguarding children's board SPOA.

In these cases, both the parent and the Pre-School management committee are informed and the Pre-School manager works with Ofsted or SPOA 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 out Pre-School is kept, including the date, the circumstances of the complaint and how the complaint was managed.

Reviewed

21.09.18