

Complaints Policy and Procedures



PARKWAY PRE-SCHOOL

We believe 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 the parties involved.

Method

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, his/her worries and anxieties with the Manager.
- If this does not have a satisfactory outcome, or the problem recurs, the parent moves to Stage 2.

Stage 2

- The parent will move to this stage by putting the concern or complaint in writing to the Manager. The matter will be investigated, and the parent will be notified of the outcome within 28 days.
- 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 Manager. Both the parent and the Manager may have a colleague, friend or partner present if required. An agreed record of the discussion is made.
- All 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 parent and group cannot reach agreement, it might be helpful to invite an external mediator, one who is acceptable to both parties, to listen to both sides and offer advice.
- A mediator has no legal powers but can help to clarify the situation.
- The mediator will 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 and keeps an agreed written record of any meetings that are held and of any advice he/she gives.
- If the matter is still not sorted out to the parent's satisfaction, the parent could contact Ofsted directly on **0300 123 4666**.

Records

A record of complaints against our pre-school and/or the children and/or adults working in our pre-school is kept, including the date, the circumstances of the complaint and how the complaint was managed.

The record of complaints is kept for a minimum of three years.

This complaint procedure is followed for all complaints including those with regards to SEN/Disability issues.

We believe that most complaints are made constructively and can be sorted out at an early stage. We also believe that it is in the best interests of the pre-school and parents that complaints should be taken seriously and dealt with fairly and in a way that respects confidentiality.

Review September 2027