



CONCERNS, COMPLIMENTS, AND COMPLAINTS

Policy Statement

As a member of the Pre-school Learning Alliance we aim to provide the highest quality education and care for all our children. We aim to welcome each individual child and family to a warm and caring environment within which all children can learn and develop as they play.

We believe children and parents are entitled to expect courtesy and prompt careful attention to their needs and wishes. Our intention is to work in partnership with parents and the community generally. We welcome suggestions on how to improve our pre-school at any time. Many concerns can be resolved quickly by an informal approach to the appropriate member of staff. If this does not achieve the desired result the following procedures should be used.

Procedures

We keep a 'summary log' of all complaints that reach stage two or beyond. This is made available to parents as well as to Ofsted inspectors. A full procedure is set out in the Pre-school Learning Alliance publication Summary Complaints Record which acts as the 'summary log' for this purpose

How to complain

Stage One

A parent who is unsure about any aspect of the pre-school's provision should first talk over any worries and anxieties with the pre-school manager. If appropriate, staff will be advised of the nature of the complaint. If the complaint is about the pre-school manager, then they should talk to the chair of committee.

Stage Two

If this does not have a satisfactory outcome, or if the problem recurs the parent should put the concerns or complaint in writing to the pre-school management committee. These will be acknowledged and will be responded to within 28 days. The setting stores written complaints from parents/carers in the child's personal file. However, if the complaint involves a detailed investigation, the manager may wish to store all information relating to the investigation in a separate file designated for this complaint

Stage Three

If the matter is still not settled to the parent's satisfaction the parent should again contact the chair. At this point if the 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 define the problem, review the action so far and suggest further ways in which it might be resolved.

Staff or volunteers within the Pre-school Learning Alliance will be able to act as mediator if both parties wish.

The mediator will keep all discussion confidential. They will meet with the group if requested and will keep an agreed written record of any meetings that are held and of any advice they have given. The involvement of a mediator represents the final stage in the complaints procedure.

The role of the registering authority

In some circumstances it will be necessary to bring in Ofsted, which has a duty to ensure laid down requirements are adhered to.

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.

Ofsted Address:

OFSTED
Piccadilly Gate
Store St
Manchester M1 2WD
0300 123 123 1

It is our duty to record all complaints and their outcomes.

We must investigate all written complaints relating to the requirements and notify complainants of the outcome of the investigation within 28 days of having received the complaint.

OFSTED require access to this written record of complaints and the action taken as a result of each complaint. Records of complaints must be kept for at least 3 years.

Compliments

Often staff are complimented by parents to the manager. This can have a positive effect on the staff if handled carefully by the manager, which promotes a good ethos throughout the setting.

Policy Review

As part of Rainbows End Pre-School monitoring of child protection and safeguarding this policy will be subject to periodic review.

Policy adopted by: Rainbow's End Pre-School
Date: 01.01.2024
Policy Review Date: 31.12.2024 (or sooner if required)