



# COMPLAINTS PROCEDURE

We aim to provide the highest quality education and care for all our children. We aim to offer a welcome to each individual child and family and to provide 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 and we welcome suggestions on how to improve our group 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.

## **How to complain**

- A parent who is uneasy about any aspect of the group's provision should first of all talk over any worries and anxieties with the Manager.
- If this does not have a satisfactory outcome within two weeks, or if the problem recurs, the parent should put the concerns or complaint in writing to the Manager. The Manager will respond in writing within three working days and will arrange to hold a meeting.
- If the matter is not resolved satisfactorily, the next stage is to request a meeting with the Chair of the Board of Trustees. The parents and the Manager may have a friend or partner present and an agreed written record of the discussion should be made.

## **Most complaints should be resolved informally or at this initial stage**

- If the matter is still not sorted out to the parent's satisfaction, the parent should again contact the Chair. At this point, if parent and group cannot reach agreement, an external mediator, one who is acceptable to both parties, will be invited 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.
- The mediator will keep all discussion confidential. S/he will meet with the group if requested and will keep an agreed written record of any meetings that are held and of any advice s/he has 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 the registering body, which has a duty to ensure laid down requirements are adhered to. The registering authority would be involved if a child appeared to be at risk or there seemed to be a possible breach of registration requirements. In these cases both the parent and the Pre-School would be informed.

**Registering Authority:** Ofsted Early Years, Piccadilly Gate, Store Street, Manchester M1 2WD  
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