



## Complaints Procedure

Our preschool 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 preschool and will give prompt and serious attention to any concerns about the running of the preschool. 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 preschool to a satisfactory conclusion for all of the parties involved. 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 should discuss his/her worries and anxieties with the preschool manager or the assistant manager. All complaints are recorded.

### 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 complaint in writing to the preschool manager and the chair of the management trustees. Any such complaint will be recorded and the preschool will investigate and report back to the parent with an 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 preschool manager and the chair of the management trustees. Both the parent and the manager 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 parent and preschool 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.
- Staff or volunteers within the Preschool Learning Alliance are appropriate persons to be invited to act as mediators.
- The mediator keeps all discussion confidential. She or He can hold separate meetings with the preschool personnel (preschool manager and chair of the management trustees) 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 advice s/he gives.

#### Stage 5

- When the mediator has concluded her/his investigations, a final meeting between the parent, the preschool 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 Plymouth Safeguarding Children Board

Parents may approach Ofsted directly at any stage of this complaints procedure or the Plymouth Safeguarding Children Board.

The address and telephone number of our Ofsted regional centre is:

Ofsted  
Piccadilly Gate  
Store Street  
Manchester  
M1 2WD

Telephone 03001231231

These details are displayed on our preschool's notice board.

If a child appears to be at risk the preschool will follow its child protection procedure.

## Records

A record of complaints against St Paul's Preschool is kept and is available for any parent to view, a complaints register will be kept for 10 years from date of entry.

Approval by the Management Committee:	
Signed:	
Chair:	
Date:	
The next review by the Management Committee will be:	