



Whitley Community Pre- School Complaints Policy

WHITLEY COMMUNITY PRE-SCHOOL COMPLIANTS POLICY

1 Introduction

1.1 We strive to provide a good education for all our children. The manger and staff work very hard to build positive relationships with all parents. However, the pre-school is obliged to have procedures in place in case there are complaints by parents or guardians. The following policy sets out the procedures that the pre-school follows in such cases.

1.2 If any parents are unhappy with the education that their child is receiving, or have any concerns relating to the pre-school, we encourage them to talk to the pre-schools key- worker immediately. Parent's have the right to complain and all written complaints will be investigated by the pre-school committee and the outcome reported to the complainant within 28 days unless there are extenuating circumstances.

1.3 We deal with all complaints in accordance with procedures laid down by the LA. If the pre-school itself cannot resolve a complaint within the required 28 day period those concerned can refer the matter to Ofsted.

2 Aims

2.1 Our pre-school aims to be fair, open and honest when dealing with any complaint. We give careful consideration to all complaints, and deal with them as swiftly as possible. We aim to resolve any complaint through dialogue and mutual understanding. In all cases we put the interests of the child above all else. We provide sufficient opportunity for any complaint to be fully discussed, and then resolved.

3 The complaints process

3.1 If a parent is concerned about anything to do with the education that we are providing at our pre-school, they should, in the first instance, discuss the matter with their child's key worker. In our experience most matters of concern can be resolved positively in this way. All staff work very hard to ensure that each child is happy at pre-school, and is making good progress; they naturally want to know if there is a problem, so that they can take action before it seriously affects the child's progress.

3.2 Where parents feel that a situation has not been resolved through contact with the Key Worker, or that their concern is of a sufficiently serious nature, they should make an appointment to discuss it with the Manager. The Manager considers any such complaint very seriously, and investigates each case thoroughly. Most complaints are normally resolved by this stage.

3.3 Should any parents have a complaint about the manager, they should first make an informal approach to one of the members of the committee, who is obliged to investigate it. A member of the committee will do all s/he can to resolve the issue through a dialogue with the pre-school, but if parents are unhappy with the outcome, they can make a formal complaint, as outlined below.



3.4 Only if an informal complaint fails to resolve the matter should a formal complaint be made to the committee. This complaint must be made in writing, stating the nature of the complaint, and how the pre-school has handled it so far. The parent should send this written complaint to the manager at the pre-school address.

3.5 The Manager and at least 4 other committee members must investigate and resolve all written complaints within 28 days of receipt. It will arrange a meeting to discuss the complaint, and will invite the person making it to attend the meeting, so that s/he can explain the complaint in more detail. The pre-school gives the complainant at least three days' notice of the meeting.

3.6 After hearing all the evidence, the committee will consider their decision and inform the parent about it in writing. The committee do all they can at this stage to resolve the complaint to the parent's satisfaction.

3.7 If the complaint is not resolved, a parent may make representation to Ofsted. Further information about this process is available from the pre-school.

4 Monitoring and review

4.1 The committee monitors the complaints procedure, in order to ensure that all complaints are handled properly. The manager logs all complaints received by the pre-school, and records how they were resolved. The committee examines this log on an annual basis.

4.2 The Committee take into account any local or national decisions that affect the complaints process, and make any modifications necessary to this policy. This policy is made available to all parents, so that they can be properly informed about the complaints process.

4.3 This policy is reviewed every two years, or before if necessary.

This Policy was adopted at the meeting of Whitley Community Pre-School

Held on the:

Date to be reviewed: Nov 2021

Signed on behalf of the Management Committee _____

Name of signatory:

Role of signatory:



LOG OF COMPLAINTS

<u>DATE</u>	<u>INCIDENT</u>	<u>REPORTED TO</u>



Complaints Policy
