



Complaints Procedures

We aim to provide the highest quality education and a warm caring environment for all our children and families, within which all children can learn and develop as they play. We aim to be courteous and provide careful attention to our children's needs and wishes.

Making concerns known:

- 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 Preschool Leader.
- If this does not have a satisfactory outcome within a couple of weeks, or if the problem recurs, the parent should put their concerns or complaints in writing and request a meeting with the Preschool Leader. The parent may have a friend or partner present and an agreed written record of the discussion should be made. The Chairperson will also attend the meeting.
- If the concern is about the Pre-school Leader the parent should contact the Chairperson in the first instance.

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 contact the Chairperson.
- If the matter continues to be unresolved a member of the PLA (Preschool Learning Alliance) or the Early Years Support Officer from the Local Authority will be invited to act as a mediator.
- Written records of meetings will be taken and advice given will be noted.

The Role of the Registering Authority (Ofsted)

In some circumstances, it will be necessary to bring in Ofsted. They have a duty to ensure requirements are adhered to; the Preschool Learning Alliance works in partnership with Ofsted to encourage high standards. Ofsted would be involved if a child appeared to be at risk or where there seemed to be a possible breach of registration requirements.

In these cases both parents and the Preschool would be informed and the Preschool Learning Alliance Fieldworker would liaise with Social Services to ensure a proper investigation of the complaint followed by appropriate action.

We believe that most complaints are made constructively and can be resolved at an early stage. We also believe that it is in the best interests of the Preschool and parents that complaints should be taken seriously and dealt with fairly and in a way that respects confidentiality. You can contact Ofsted direct at the following address:

Ofsted,
Picadilly Gate,
Store Street,
Manchester
M1 2WD

Tel: 0300 123 1231

Preschool Learning Alliance (southwest) tel: 01392435464
Email: southwest@pre-school.org.uk