



Complaints Procedure

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 offer a welcome to each individual child and family and to provide a warm and caring environment where 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 the Pre-School.

Making us aware of your concerns

A parent who feels uneasy about any aspect of the group's provision should initially discuss any worries with the Pre-School staff.

If there is no satisfactory outcome within a couple of weeks, or if the problem recurs, the parent should put the concerns or complaint in writing and request a meeting with the Pre-School staff and the Chair of the Board of Trustees. Both parents and the staff member should have a friend or partner with them if preferred and an agreed written record of the discussion should be made.

Any written complaints and their outcome must be kept on record.

Written complaints must be investigated relating to requirements, and complainants notified of the outcome of the investigation within 28 days of having received the complaint.

Most complaints should be resolved informally or at this initial stage

If the matter is still not resolved to the parent's satisfaction, the parent should again contact the Chair of the Board of Trustees.

If parent and group cannot reach agreement, it might be helpful to invite an external mediator, who is acceptable to both parties, to listen to both sides and offer advice. A mediator has no legal powers, but may help to clarify the situation. Staff or volunteers within the Pre-School Learning Alliance will be available to act as mediator if both parties wish.

The mediator will help define the problem, review the action to date, and suggest further ways in which it might be resolved.

The mediator will keep all discussions confidential. The mediator will meet with the group if requested and will keep an agreed written record of any meetings held and any advice given.

The role of the registering authority

Registered providers must provide OFSTED, on request, with a written record of all complaints made during any specified period, and the action which was taken as a result of each complaint.

OFSTED address

The National Buisness Unit
Ofsted
Complaints
Piccadilly Gate
Store Street
Manchester
M1 2WD

OFSTED telephone 0300 123 1231

In some circumstances it will be necessary to contact the local authority, with whom the Pre-School Learning Alliance works in partnership to encourage high standards. They have a duty to ensure all requirements are adhered to. The registering authority would be involved if a child appears to be at risk or where there seemed to be a possible breach of registration requirements. In these cases both parent and group would be informed and the Pre-School Learning Alliance fieldworker would work with the social services department to ensure a proper investigation followed by appropriate action.

We believe that most complaints are made constructively and can be resolved at an early stage. It is in the best interests of the Pre-School and the parents that complaints should be taken seriously and dealt with fairly and in a way which respects confidentiality.

This policy was adopted at a meeting of Trustees on

and was checked and re-affirmed on

Signed on behalf of The Little Pennies Pre-School

..... (Chairperson)

