

Complaints

3.1 Complaints

To ensure efficient running of the Pre-School it is necessary to have good communication between parents, staff and committee members. A parents' questionnaire will be sent out annually.

The following steps may be taken by parents who have concerns or an issue about a child or about the running of the Pre-School:

- Informal discussion with the Key Worker at a convenient time, in the first instance. If you feel unsatisfied with the outcome then the parent /carer should speak to the Manager. (It is important that a record of the complaint and outcome is written, dated and filed in Pre-School's Complaints Log. A copy of the written record is to be given to parent if requested). All complaints should be investigated and reported on within a maximum of 28 days from the receipt of the complaint. When the complaints log is completed it is important to maintain appropriate confidentiality as the log can be viewed by any parent who asks to see it. This means that the person(s) making the complaint or any persons (adults and children) that relate to the complaint should not be named.
- In the case of matters needing further consideration, contact a Committee member, a list of whom is displayed on the parent's notice board. Concerns, which have wider implications for the running of the Pre-School, will be raised by a representative at the regular committee meetings, who will inform the parent of the agreed outcome.
- If the Committee / Manager is unable to resolve the matter to the parent's satisfaction, it may also be suggested that the PLA field worker should be informed. The fieldworker can act as a mediator and should be able to clarify the situation.
- In the case of serious concern you may contact OFSTED, at the following address:
Ofsted, Piccadilly Gate, Store Street, Manchester, M1 2WD
Complaints and Enforcement: Tel: 0300 123 4666.