



Kingsdown Pre-school Complaints Procedure

As a member of the Early Years 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 within which 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 our group at any time. Many concerns can be resolved quickly by an informal approach to the appropriate member of staff. If this does not achieve the desired result, the following procedures should be used:

How to complain

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 pre-school manager.

Under the Children Act Regulations, we will investigate all complaints made in writing or in electronic form from parents where these relate to one or more of the national standards. We will provide the parent who made the complaint with an account of our findings and of any action to be taken as a result within 28 days. A written record of the complaint, any action taken and the outcome of any investigation will be kept and a summary will be available for inspection by any parent who wishes to see it.

If a parent considers the outcome of the investigation to be unsatisfactory, the next stage is to request a meeting with the pre-school manager. There should be a friend or partner present for the parent and a member of the pre-school team/committee will also be present. A written record of the discussion will be made with a copy will be given to the parent.

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 contact the Chairperson. At this point, if parent and group cannot reach agreement, an external mediator will be sought to 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 the complaint might be resolved. Staff or volunteers within the Early Years Alliance will be available to act as mediator if both parties wish it. The mediator will keep all discussions confidential. S/he will meet with the group if requested and will keep an agreed written record of any meetings that are held and of any advice s/he has given. The involvement of a mediator represents the final stage in the complaint's procedure.

The role of the registering authority

In some circumstances it will be necessary to bring in the registering body, which has a duty to ensure laid down requirements are adhered to and with whom the Pre-school works in partnership to encourage high standards. The registering authority would be involved if a child appears to be at risk or where there seemed to be a breach of the registration requirements. In these cases both parents and the pre-school would be informed and the registering body will ensure a proper investigation of the complaint followed by the appropriate action is taken.

We believe that most complaints are made constructively and can be sorted out an early stage. We also believe that it is in the best interests of the pre-school and parents that complaints should be taken seriously and dealt with fairly and in a way which respects confidentiality.

All complaints will be recorded in a log that is retained by the setting.

Contact details:

Pre-school Manager: Jacqui Hodgson-Pope 01304 379727 8.30am to 3.15pm term time

Committee chairperson: Amy Bridges kingsdownpreschool@gmail.com

The registering body is Ofsted. To contact Ofsted you will need to complete a contact form on www.gov.uk/government/organisations/ofsted. They can also be contacted by telephone on 03001234666

This procedure was reviewed by the pre-school on 13 November 2021 and will be reviewed annually or sooner if needed.

Signed on behalf of the pre-school A Bridges

Chairperson of Kingsdown Pre-school Committee