

Chollerton Pre-School Ltd

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Reg. Charity 1132501 Company No. 07005338



Chollerton Preschool **Making a complaint policy**

Chollerton Preschool 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 and serious attention to any concerns that you may have by following our complaints procedures as outlined below:

Stage 1

If any parent should have cause for complaint or any queries regarding the care or education of their child they should in the first instance take it up with the child's key worker. We record the issue, and how it was resolved, in the child's file.

Stage 2

If the issue remains unresolved and there is not have a satisfactory outcome, then the Preschool manager should be contacted. These concerns must be presented in writing to the Preschool manager. For parents who are not comfortable with making written complaints, there is a template form for recording complaints in the complaints file and on the wall in the office, please ask for a form. The form may be completed by the manager and signed by the parent. The Manager will then investigate the complaint and report back to the parent within 10 working days. This will be fully documented in the complaints log book and will detail the nature of the complaint and any actions arising from it and it will be made available to Ofsted on request.

(Most complaints will be resolved informally at stage 1 or 2.)

Stage 3

If the matter is still not resolved a formal meeting should be held between the Manager and Parent to ensure that it is dealt with sufficiently. The parent may have their partners or a friend present with them if they prefer and the manager should have a trustee present. A record of the meeting should be made along with documented minutes and actions. All parties present at the meeting will sign the record and receive a copy, which will signify the conclusion of the procedure. This signed record signifies that the procedure has concluded. When the complaint is resolved at this stage, we log the summative points in our Complaints log book.

Stage 4

If a parent or carer does not feel that the investigation satisfactorily answered their complaint they can submit a complaint to OFSTED.

Ofsted
Piccadilly Gate
Store Street
Manchester
M1 2WD
03001231231

A record of complaints will be kept in preschool for 3 years. These will be accessible only to the parties involved and will be stored as confidential files.

In case of a child protection related complaint, please refer to the Safeguarding Children Policy.

We hope that at all times you will be happy with the service provided, our intention is to work in partnership with parents and the community generally and we welcome suggestions on how to improve our Preschool at any time.

We believe that most complaints are made constructively and can be sorted out 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 which respects confidentiality.

If you have any questions regarding this policy, then please speak to a member of staff.

This Policy has been agreed by the Chollerton preschool committee

Signed by Pre-School Manager

Signed on behalf of the committee

This Policy was reviewed in June 2023