

OLD WINDSOR PRE-SCHOOL

COMPLAINTS PROCEDURE

As a member of the Pre-school Learning Alliance we aim to provide the highest quality 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.

MAKING CONCERNS KNOWN

1. A parent who is uneasy about any aspect of the group's provision would first talk over any worries and anxieties with the pre-school Supervisor.

MOST COMPLAINTS SHOULD BE RESOLVED INFORMALLY AT THIS INITIAL STAGE.

2. If this does not have a satisfactory outcome, or if the problem recurs, the parent should put the concerns or complaint in writing to the supervisor and the chair of the management committee.
3. If the parent is not satisfied with the outcome of the investigation, he or she requests a meeting with the setting leader and the owner/chair of the management committee. The parent should have a friend or partner present if required and the leader should have the support of the chairperson of the management committee, or the proprietor/senior manager, present.

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

The mediator will help define the problem, review the action so far and suggest further ways in which it might be resolved. An agreed written record of the discussion is made as well as any discussion or action to be taken. All parties present sign the record and receive a copy of it.

The role of the Office for Standards in Education, Early Years Directorate (Ofsted) and the Berkshire Local Safeguarding Children Board

- Parents may approach Ofsted directly at any stage of this complaints procedure. In addition, where there seems to be a possible breach of the setting's registration requirements, it is essential to involve Ofsted as the registering and inspection body with a duty to ensure the National Standards for Day Care are adhered to.

The Ofsted regional centre address is

3rd Floor

Royal Exchange Buildings

St. Anne's Square

Manchester M2 9QX

Telephone number 08456 404040

- These details are displayed on our setting's notice board.
- If a child appears to be at risk, our setting follows the procedures of the Berkshire Local Safeguarding Children Board. In these cases, both the parent and setting are informed and the setting leader works with Ofsted or the Berkshire Local Safeguarding Children Board to ensure a proper investigation of the complaint, followed by appropriate action.

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 interest of the pre-school and parents that complaints should be taken seriously and dealt with fairly and in a way which respects confidentiality.

Policy adopted at the management committee meeting held on 2nd November 2006

Signed on behalf of the pre-school _____ chairperson _____ supervisor.