



Complaints Policy & Procedure

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 provide a warm and caring environment within which all children can develop as they play.

We believe children and parents/carers are entitled to expect courtesy and prompt, careful attention to their needs and wishes. Our intention is to work in partnership with parents/carers and the community generally and we welcome suggestions on how to improve our group at any time.

Making concerns known

- A parent/carer who is uneasy about any aspect of the group's provision should firstly talk over any worries and anxieties with the child's key person and Pre-school Supervisor.
- If this does not have a satisfactory outcome, or the problem recurs, the parent/carer should put the concerns in writing and request a meeting with the Pre-school Manager and the chair of the management committee. Pre-school will respond in writing within five working days of receipt and arrange the meeting. Both the parent/carer and the leader should have a friend or partner present if required, and an agreed written record of the discussion should be made.
- The parent/carer will receive a written report identifying any action/changes to be implemented following the complaint within 28 working days.
- Allegations made against a member of staff will be reported to Ofsted within 14 days.

Most complaints should be resolved informally or at this initial stage.

- If the matter is still not sorted out to the parent's/carer's satisfaction, the parent/carer should again contact the chair in writing.

- If parent/carer 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 Pre-school learning Alliance 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.
- The mediator will keep all discussion confidential. She/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 she/he has given.

The role of the registered authority OFSTED 0300 123 1231

Pre-school registration number: 120065

In some circumstances, it will be necessary to bring in the local authority registration and inspection unit, who have a duty to ensure laid down requirements are adhered to. The registering authority would be involved if a child appeared to be at risk of where there seemed a possible breach of registration requirements. In these cases, both parent/carer and Pre-school would be informed, and the Surrey Early Years would work with Ofsted 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 interests of the pre-school and parents/carers that complaints should be taken seriously and dealt with fairly and in a way which respects confidentiality.

Reviewed & re-agreed at AGM held 29th September 2020 Chair Jo Griffin

Reviewed & re-agreed at AGM held 08th October 2021 Chair Alex Constantine

Reviewed & re-agreed at AGM held 07th October 2022 Chair Alex Constantine

Reviewed & re-agreed at AGM held 20th October 2023 Chair Alex Constantine