

# COMPLAINTS PROCEDURE

Our Pre-school will give prompt and serious attention to any concerns that are disclosed by a parent/carer, child or staff member. We anticipate that most concerns will be resolved quickly by an informal approach. We have a set of formal procedures for dealing with concerns if this method does not resolve the issue.

We display the Ofsted “how to complain” poster to make parents aware of how to contact Ofsted (0300 123 1231) or

**Applications, Regulatory and Contact (ARC) Team**

**Ofsted**

**Piccadilly Gate**

**Store Street**

**Manchester**

**M12WD**

## **The complaints procedure.**

### Stage 1

- Any parent who is uneasy about an aspect of the Pre-school’s provision initially discusses his/her worries/anxieties or concerns, with the pre-school Manager.

### Stage 2

- If this does not have a satisfactory outcome, or if the problem recurs, the parent moves to Stage 2 of the procedure by putting the concerns or complaint in writing to the Pre-school Manager and the Chair of the Management Committee. There will be a written response from the Pre-school Manager and the Chair of the Management Committee within 28 days of receiving the complaint.
- Most complaints should be able to be resolved informally at Stage 1 or at Stage 2.

### Stage 3

- The parent requests a meeting with the Pre-school Manager and the Chair of the Management Committee. Both the parent and the Manager may have a friend or partner present, if requested. An agreed written record of the discussion is made. All of the parties present at the meeting sign the record and receive a copy of it.
- This signed record signifies that the procedure has concluded.

### Stage 4

- If at the Stage 3 meeting the parent and Pre-school cannot reach agreement, an external mediator is invited to help to settle the complaint. This person should be acceptable to both parties, listen to both sides and 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 it might be resolved.
- Staff or volunteers within the Pre-school Learning Alliance are appropriate persons to be invited to act as mediators.
- The mediator keeps all discussion confidential. S/he can hold separate meetings with the Pre-school personnel (Pre-school Manager and Chair of the Management Committee) and the parent, if this is decided to be helpful. The mediator keeps an agreed written record of any meetings that are held and of any advice s/he gives.

Stage 5

- When the mediator has concluded her/his investigations, a final meeting between the parent, the Pre-school Manager and the Chair of the Management Committee is held. The purpose of this meeting is to reach a decision on the action to be taken to deal with the complaint. The mediator’s advice is used to reach this conclusion. The mediator is present at the meeting if all parties think this will help a decision to be reached.
- A record of this meeting, including the decision on the action to be taken, is made. Everyone present at the meeting signs the record and receives a copy of it. This signed record signifies that the procedure has concluded.
- The record of this complaint is kept on file and is made available to Ofsted.
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**Serious Complaint where a child may be at risk.**

If a child appears to be at risk, the Pre-school will follow the safeguarding procedures of the Buckinghamshire Safeguarding Children’s Partnership (BSCP).

The Designated Safeguarding Manager (DSM) or LADO (local Authority Designated Officer) must be informed.

**Records**

All records of the complaint are kept, including the date, the circumstances of the complaint and how the complaint was managed.

This policy was agreed and adopted at a Committee Meeting held on	
Signed .....	For and on behalf of Marlow Bottom Pre-school CIO

