



Heronswood Pre-School & Wraparound

Complaints Procedure

We welcome any suggestions on how to improve our provision at any time. Parents are given the opportunity to comment on any aspect of the provision by means of speaking to the manager and by questionnaires. They are also actively encouraged to discuss any concerns as and when they arise on an informal basis. However, sometimes a parent will have a complaint. Such complaints are usually constructive and as a result of genuine concern. They will be taken seriously and dealt with fairly, in a way which respects confidentiality.

Complaints should be brought to the group's attention in the following ways:

The parent should initially discuss their concerns with the Manager/Deputy Manager or person in charge of the session, who should make a record of the complaint. The Manager/Deputy Manager should attempt to address the problem immediately but if they cannot, they should explain why this is not possible and tell the parent that the Head of School will be informed as soon as possible of their complaint.

If the parent is still not satisfied, they should request a more formal meeting with the Manager/Deputy Manager, and this request should be in writing. The Manager/Deputy Manager will reply to this letter within two days of its receipt, to arrange a meeting. The matter should be discussed further and a further record should be made. If the Manager/Deputy manager cannot resolve the situation immediately they must give a date by which they will respond to the complaint.

It is hoped that all concerns will be resolved in the first or second instance, but if the parent is still unhappy, they should write to the Chair of Governors (Lisa Gregg) outlining their complaint and why they are unhappy with the response to the complaint. The Chair of Governors should reply within two days of receipt of this letter and arrange a meeting.

At this stage it may be useful to involve a third party to act as a mediator. They should be impartial, acceptable to all parties, and should attend all meetings on the matter, keeping any information confidential. A mediator has no legal powers but can often help clarify the situation. Minutes should be taken of all meetings at this stage and a copy given to all people present at the meeting.

The role of the Office for Standards in Education, Children's Services and Skills (Ofsted) and the 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 Safeguarding and welfare requirements of the EYFS.

The number to call Ofsted with regard to a complaint is - **0300 123 1231**

**The National Business Centre
Ofsted
Piccadilly Gate
Store Street
Manchester
M1 2WD**

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 LSCB. In these cases, both the parent and setting are informed and the manager/management works with Ofsted or LSCB to ensure a proper investigation of the complaint, followed by appropriate action.

Records

A record of complaint against our setting or the adults working in our setting are kept, including the date, circumstances of the complaint and how it was managed.

The outcome of all complaints are recorded in the Complaint Investigation Record, which is available for parents and Ofsted.

**Policy written – February 2017
By Pat Croom – Pre-School Manager**

**Ratified by Governors – May 2017
Policy to be reviewed – February 2019**