



## **Parents Complaints Procedure**

We aim to provide a high quality, efficient and accessible service to parents/carers and children. At regular intervals the management and the Pre-School Leader meet to discuss and review the daily running of the setting, as well as possible improvements to the services offered by the setting. However, from time to time, a complaint may arise about some aspect of the setting or, an individual member of staff. Usually it should be possible to resolve any problems informally, as soon as they occur.

### **Stage One**

Misunderstandings often arise through a simple breakdown in communication, and if we do not know of your concern, we can do nothing to resolve it. A straightforward informal discussion between those involved may be all that is needed to set things right. We hope that any issues of concern can be resolved at this stage.

If it is not possible to resolve the issue informally, there is a formal complaints procedure that can be followed. This is laid out in stage 2 and stage 3.

### **Stage Two**

Ask a pre-school worker for the name and telephone number of a management committee member. You do not have to discuss the complaint with a pre-school worker if you do not wish to. These names and numbers are also displayed in the setting.

Contact the committee member and voice your complaint. They may deal with the complaint directly or call a meeting with the remaining committee members and yourself to discuss the complaint in detail. If a meeting is called the management will investigate the complaint within 10 working days. If the complaint involves another parent or staff member they may be asked to attend as well to answer appropriate questions. Any witness to the incident or reason for the complaint may also be called to attend the meeting. A written record of the meeting will be made and kept within the complaints folder.

### **Stage Three**

If informal discussions of a complaint or problem have not produced a satisfactory resolution to the situation, you should put your complaint in detail and in writing to the Chair of the management committee. Relevant names, date, evidence and any other important information on the nature of the complaint should be included.

Horfield Welly Pre-School will acknowledge receipt of the complaint as soon as possible – within 3 working days at least – and fully investigate the matter within 10 working days. If there is any delay, Horfield Welly Pre-School will advise you of this and offer an explanation. The Chair of the management committee will be responsible for sending you a full and formal response to the complaint.

The formal response to the complaint from Horfield Welly Pre-School will be sent to you and copied to all relevant members of staff if appropriate. The response will include recommendations for dealing with the complaint and any amendments to Horfield Welly Pre-School's policies or procedures that emerge from the investigation. Details of this will be kept in the complaints file.

The Chair of the management committee will arrange a time to meet with you and any other relevant individuals, such as members of staff, to discuss the complaint and Horfield Welly Pre-School's response to it. The Chair of the management committee will judge if it is best for all parties to meet together or if individual meetings are more appropriate.

If you are unhappy with the result, your complaint may be investigated by:

- OFSTED Early Years, The National Business Unit, Piccadilly Gate, Store Street, Manchester, M1 2WD. Telephone: 0300 123 4666, [Enquires@ofsted.gov.uk](mailto:Enquires@ofsted.gov.uk)

A full written report will be made to the management committee.