



Berryharbor Pre-school
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Complaints procedure

Statement of intent

Our preschool believes that the children and parents of children in our care are entitled to expect courtesy and prompt, careful attention to their needs and wishes. We welcome suggestions on how to improve our preschool and will give prompt and serious attention to any concerns about the running of the preschool. We anticipate that most concerns will be resolved quickly by an informal approach to the appropriate member of staff. If this does not achieve the desired result, we have a set of procedures for dealing with issues that require escalation.

Aim

We aim to bring any and all concerns about the operation of our preschool to a satisfactory conclusion for all of the parties involved.

Method to achieve this

We operate the following policy.

Without exception all and every concern or issue raised by any parent or carer with a child at the setting about any aspect of the setting however minor will be communicated to either the preschool manager or preschool deputy manager and if necessary, logged in the complaint's summary book together with the date, time and action/response given. The member of staff dealing with the parent will positively ask if the parent would like to discuss the matter with the preschool manager or in her absence the preschool deputy manager.

How to complain

Stage 1

- Any parent who is uneasy about an aspect of the preschool's provision talks first about his/her worries and anxieties with the preschool leader.

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 preschool leader and the chair of the management committee.
- Most complaints should be able to be resolved informally at Stage1 or at Stage2.

Stage 3

- The parent requests a meeting with the preschool leader and the chair of the management committee. Both the parent and the leader should have a friend or partner present if required. An agreed written record of the discussion is made. All 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 preschool 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 the complaint be resolved.

- Staff or volunteers within the Early Years 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 leader 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 leader and the owner/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 recorded. Everyone present at the meeting, signs the record and receives a copy of it. This signed record signifies that the procedure has concluded.

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

Parents may approach Ofsted directly at any stage of this complaint's procedure. In addition, where there seems to be a possible breach of our registration requirements, it is essential to involve Ofsted as the registering and inspection body with a duty to ensure the Statutory requirements of The Early Years Foundation Stage (EYFS) are adhered to.

The address and telephone number of Ofsted is:

Piccadilly Gate
Stone Street
Manchester
M1 2WD

Ofsted Complaints line: 0300 123 4666

Email at enquiries@ofsted.gov.uk. www.ofsted.gov.uk

These details are displayed on our preschool's notice board.

If a child appears to be at risk, our preschool follows the procedures of the Local Safeguarding Children's Board in our local authority.

In these cases, both the parent and preschool are informed and the preschool leader works with Ofsted or the Local Safeguarding Children's Board to ensure a proper investigation of the complaint followed by appropriate action.

Records

A record of complaints against our pre-school and/or the children and/or the adults working in our pre-school is kept, including the date, the circumstances of the complaint and how the complaint was managed.

This policy was adopted at a meeting of Berrynarbor Preschool held on 06/06/2007
This policy was review and revised on 24/08/23

Signed on behalf of the preschool.....Date.....