

COMPLAINTS PROCEDURES POLICY.

Please also refer to Child Protection Policy

At Box Pre-School Playgroup we aim to offer a welcome to each individual child and family and to provide a warm caring environment within which all children can learn and 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 setting at any time. Box Pre-School Playgroup is a member of the Pre-School Learning Alliance Playgroup and aims to provide the highest quality care and education for all our children.

We keep an open complaints record relating to standards. We feed back to Parents/Carers within 28 days and have a summary available to all Parents/Carers.

Many concerns can be resolved quickly by an informal approach to a staff member. If this does not achieve the desired result, the following procedures should be used:

How to complain:

1. A Parent/Carer who is uneasy about any aspect of the setting's provision should immediately talk over their worries and anxieties with the Supervisor.
2. If this does not have a satisfactory outcome within 14 days, or if the problem recurs, the Parent/Carer should put their concerns or complaint in writing and request a meeting with the Supervisor and the Chair of the Management Committee. Both the Parent/Carer and the Supervisor should have a friend or partner present if required and an agreed written record of the discussion should be made.
3. Strenuous efforts will be made to ensure all complaints are dealt with in a confidential manner.

Most complaints should be resolved informally at this stage.

If the matter is not initially sorted out to the Parent/Carers satisfaction:

1. The Parent/Carer should again contact the Chair.
2. If the Parent/Carer and Playgroup fail to reach an acceptable 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.
(Members of the Pre-School Learning Alliance are available to act as mediators if both parties agree).
3. The mediator will help define the problem, review the action so far and suggest further ways in which it might be resolved.
4. The mediator will keep all discussion confidential. If requested they will meet the group and will keep an agreed written record of any meetings that are held and of any advice given.

The role of the registering authority:

If a satisfactory solution has not been found the final stage is to report your concerns to the Ofsted Complaints Department. This is applicable only where the complaint relates to Care Standards or Early Learning Goals.

The Director of Early Years, The National Business Unit, OFSTED, Piccadilly Gate, Store Street, Manchester M1 2WD

Telephone: 0300 123 4666 Email: enquiries@ofsted.gov.uk

Ofsted would become involved if a child appeared to be at risk or where there seemed to be a breach of registration requirements. In these cases both the Parent/Carer and Playgroup would be informed and the Pre-School Learning Alliance fieldworker would work with the Social Services Department to ensure a full and proper investigation of the complaint followed by the appropriate action.

If however the complaint relates to a contractual issue (ie. fees or other issues not relating to childcare and education of the child) information on how to complain should be sought from the Citizens Advice Bureau.

We believe that most complaints are made constructively and can be sorted out at an early stage. We believe that it is in the best interests of the Playgroup and the Parent/Carer that complaints should be dealt with fairly and in a way which respects confidentiality.