



COMPLAINTS PROCEDURE

We aim to provide the highest quality education and care for the children that attend Bolnore Village Pre-School. We provide a variety of play/learning experiences and encourage each child to reach his/her full potential.

We aim to treat each child and family as individuals and make them feel welcomed and valued.

We believe that all children and adults are entitled to expect courtesy and prompt attention to their needs and concerns.

We also welcome suggestions and comments on our practice from children and adults and will endeavour to provide an appropriate service.

In the event of a parent/carer wishing to discuss their concerns they should speak to the manager, either informally or by making an appointment for a more formal meeting.

If the concerns raised have not been addressed within an appropriate time scale agreed, (this will vary according to the nature of concern), or if the problem reoccurs then the concern should be put in writing to the manager and a meeting must be arranged.

The staff member responsible for safeguarding children can be present to coordinate the meeting.

If after this second meeting the concerns have still not been addressed or it is felt that the outcome is not satisfactory, then external advice may be sought. A member of West Sussex Childcare Support team can be present at a meeting and act as a mediator with the aim of defining and resolving the problem.

If this fails to resolve the problem and there are still concerns please contact OFSTED (The Office for Standards in Education) on 0300 1234 234.

A log of all complaints made to the Pre-School are kept and are available to view.