

# Poppet's Pre-School

## Complaints Procedure

### **Aims:**

Our pre-school believes that parents are entitled to expect courtesy and prompt, careful attention to their individual needs and wishes. We hope that at all times you will be happy with the service provided and that you might like to voice your appreciation to the staff concerned.

Complaints will be dealt with professionally and promptly, to ensure that any issues arising from these complaints are handled effectively, to ensure the welfare of all children.

We welcome any suggestions from parents on how we can improve our services, and will give prompt and serious attention to any concerns that you may have by following our complaints procedure as outlined below:

### **Stage 1**

If any parent should have cause for complaint or any queries regarding the care or education of their child they should in the first instance take it up with the child's key person where possible.

### **Stage 2**

If the issue remains unresolved and there is not have a satisfactory outcome, then the manager and owner should be contacted. The owner will then investigate the complaint and report back to the parent within seven days. All complaints will be fully documented in the complaints log book.

*(Most complaints will be resolved informally at stage 1 or 2.)*

### **Stage 3**

If the matter cannot be resolved to a satisfactory conclusion, then a mediator may be called in to resolve the situation to an amicable end. A suitable mediator may be the Pre-School's Local Authority Childcare Development Adviser, who will remain impartial.

A record of complaints will be kept in the Pre-School. These will be accessible only to the parties involved and will be stored as confidential files.

In the case of a child protection related complaint, please refer to the Safeguarding Policy.

Parents have the right to complain to OFSTED at any stage of a complaint. OFSTED contact details are: 0300 123 4666.

**This policy was adopted on :**.....(date)

**Signed on behalf of the pre-school by:** .....(owner)

**Date for review:** August 2015 (annually)