

# **Sticky Fingers Pre-School**

## **5 - Complaints Procedure**

### ***Statement of intent***

Our pre - school believes that children and parents are entitled to expect courtesy and prompt careful attention to their needs and wishes. We welcome suggestions on how to improve our pre - school and will give prompt and serious attention to any concern about the running of the pre - school.

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 concerns.

### ***Aim***

We aim to bring all concerns about the running of our pre - school to a satisfactory conclusion for all of the parties involved.

### ***Methods***

To achieve this, we operate the following complaints procedure: -

### ***How to complain***

- Stage 1 - any parent who is uneasy about an aspect of the pre - school's provision should, in the first instance, talk over their worries and anxieties with the pre - school's supervisor.
- 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 their concerns or complaint in writing to the pre - school supervisor and the chair of the management committee.

\* Most complaints should be able to be resolved informally at stages 1 or 2. A written record is made of the problem and the resultant resolution. If however the problem is not resolved then the parent moves to stage 3.

- Stage 3 - The parent(s) requests a meeting with the pre - school supervisor and chair of the management committee. Both the parent(s) and the supervisor may have a friend or partner present if required.

An agreed written record of the discussion is made. All of the 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 stage 3 the parent(s) and the pre - school cannot reach agreement, an external mediator is invited to help 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 actions so far and suggest further ways in which it might be resolved.

\* Staff or volunteers of the pre - school learning alliance are appropriate persons to be invited to act as mediators

\* The mediator keeps all discussions confidential. She / he can hold separate meetings with the pre - school personnel (the pre - school supervisor and chair of management committee) and the parent(s), if it is decided that this may be helpful. The mediator keeps an agreed written record of any meetings that are held and any advice she / he give.

- Stage 5 - When the mediator has concluded his / her investigation, a final meeting between the parent(s), the pre - school supervisor and 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 the complaint. 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 made. 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 Year's Directorate (Ofsted) and children's social care.***

Parent(s) may approach Ofsted directly at any stage of this complaints procedure. In addition where there seems to be a possible breach of the Pre-School's registration requirements, it is essential to involve Ofsted as the registration and inspection body with a duty to ensure the Statutory Framework For the Early Years Foundation Stage are adhered to.

The address and telephone number of our regional centre is:

Ofsted Early Years  
Piccadilly Gate  
Store Street  
Manchester  
M1 2WD

Telephone Number: 0300 123 1231

These details are displayed on our pre - schools notice board on the Ofsted poster.

If a child appears to be at risk, our pre - school follows the procedures in the Somerset Local Safeguarding Children's Board child protection guidance.

In these cases, both the parent(s) and pre - school are informed and the pre - school supervisor works with Ofsted and the Somerset's Children's Social Care 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 within our pre - school is kept, using our "complaints record" including the date of the complaint, the nature of the complaint, how the complaint was managed and actions and outcomes.

All outcomes will be notified to the parent(s) who made the complaint, within 28 days of the date of the complaint.

This policy was adopted at a meeting of Sticky Fingers Pre-School Committee

Held on: 3<sup>rd</sup> October 2017

Signed on behalf of the Pre-School:

Chairperson: Zoe Stewart

Secretary: Cath Temple