



CATEY Pre-School, Church Lane, Cockfield, Suffolk, IP30 0LA
Telephone: 01284 827274

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 concerns about the running of the pre-school. We anticipate that most concerns will be resolved quickly by an informal approach but, 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 procedures.

How to complain

Stage 1

- Any parent who is uneasy about an aspect of the pre-school's provision talks over, first of all, his/her worries and anxieties with the pre-school leader, unless concern/complaint is about the pre-school leader, in which case stage 2.

Stage 2

- If this does not have a satisfactory outcome, or if the problem recurs, the parent moves to stage 2 of the procedures by putting the concerns or complaint in writing to the pre-school leader and or the chairperson of the committee.
- Most complaints should be able to be resolved informally at stage 1 or at stage 2 within 2 weeks.

Stage 3

- The parent requests a meeting with the pre-school leader and the chairperson of the 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 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.
Within 1 month

Charity registration number: 1135211

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Stage 4

- If at the stage 3 meeting the parent and pre-school 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 it might be resolved.
- Staff or volunteers within the pre-school learning 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 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.
Within 2 months

Stage 5

- When the mediator has concluded her/his investigations, a final meeting between the parents, the pre-school leader and the chairperson of the 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 made. Everyone present at the meeting signs the record and receives a copy of it. This signed record signifies that the procedure has concluded.
Within 4 months

The role of the office for standards in education, early years directorate (ofsted) and the area child protection committee.

- Pre-School will inform OFSTED of any complaint.
- Parents may approach ofsted directly at any stage of this complaints 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 National Standards for Day Care are adhered to. These details are displayed on our notice board.
- If a child appears to be at risk, our pre-school follows the procedures of the Area Child Protection committee in our local authority.
- In these cases, both the parents and pre-school are informed and the pre-school leader works with ofsted or the Area child protection committee to ensure a proper investigation of the complaint followed by appropriate action.
- We believe that most complaints are made constructively and can be sorted out at an early stage. We also believe that it is in the best interest of the pre-school and parents that complaints should be taken seriously and dealt with fairly and in a way which respects confidentiality.

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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. These records will be made available to ofsted who will be informed of the complaint.

This policy was adopted at a meeting of Catey Pre-school

Held on

Signed on behalf of the pre-school.....

Name of signatory.....Role.....

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