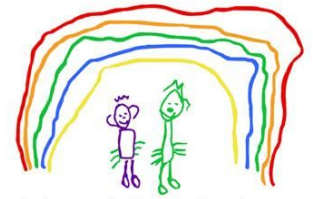


# Magdalen Gates Preschool Complaints Procedure



## Statement of intent

Our preschool 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 preschool and will give prompt and serious attention to any concerns about the running of the preschool. 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.

Our Complaints Policy is issued to all families as part of the registration process. It is also available [via our webpage [www.magdalengatespreschool.com](http://www.magdalengatespreschool.com) and upon request from a member of staff].

Where parents/carers are not satisfied that their child is receiving the free entitlement in the correct way (as set out in this funding agreement and in Early Education and Childcare Statutory guidance for local authorities), a complaint can be submitted directly to Mrs Paula Watts (preschool manager).

## Aim

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

## How to Complain

### Stage 1

- Any parent/guardian who is uneasy about an aspect of the preschool's provision talks over his/her worries with the pre-school manager.

### 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 the concerns or complaint in writing to the preschool manager and the chair of the management committee.
- Most complaints should be able to be resolved formally at stage 1 or stage 2.

### Stage 3

- The parent requests a meeting with the preschool supervisor and the chair of the management committee. Both the parent and the manager 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.

#### **Stage 4**

- If at the stage 3 meeting the parent and preschool cannot reach an 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 action so far and suggest further ways in which it might be resolved.
- The mediator keeps all discussions confidential. S/he can hold separate meetings with the preschool personnel (preschool Manager and chair of the management 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.

#### **Stage 5**

- When the mediator has concluded his/her investigations, a final meeting between the parent, the preschool manager and the 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 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.

We keep a complaints log

Our complaints procedure is available to parents on request and on our website.

Any written complaints are responded to in writing within 28 days.

#### **Ofsted's Role**

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.

The telephone number of OFSTED is:

0300 123 4666

These details are displayed on our preschool notice board.

If a child appears to be at risk, our preschool follows the procedures of the LSCB.

## **Records**

A record of complaints against our pre-school and/or the children and/or the adults working in our preschool is kept, including the date, the circumstances of the complaint and how the complaint was managed (for 3 years).

Complainants will be notified within 28 days of outcomes of all discussions.

**Guidance used** - we refer to the following -

- Early Education and Childcare Statutory Guidance for Local Authorities - March 2017
- Early years Entitlements: Operational Guidance For Local Authorities and Providers - April 2017

## **Policy updated August 2017**