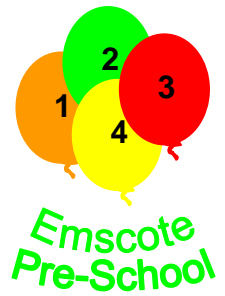


# EMSCOTE PRE-SCHOOL LTD

## Complaints Procedures



As a member of the Pre-school Learning Alliance we aim to provide the highest quality education and care for all our children. We aim to offer a welcome to each individual child and family and to provide a warm and caring environment within which all children can learn and develop as they play.

We believe children and parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes. Our intention is to work in partnership with parents and the community generally and we welcome suggestions on how to improve our group at any time.

### **Making concerns known**

- A parent who is uneasy about any aspect of the group's provision should first of all talk over any worries or anxieties with the pre-school leader.
- If this does not have a satisfactory outcome within a couple of weeks, or if the problem recurs, the parent should put the concerns or complaint in writing and request a meeting with the pre-school leader and one of the directors who is not also a member of staff. Both parents and the leader should have a friend or partner present if required and have an agreed written record of the discussion should be made.

### **Most complaints should be resolved informally or at this initial stage**

- If the matter is still not sorted out to the parent's satisfaction, the parent should again contact the director.
- If parent and group cannot reach agreement, it might be helpful to invite an external mediator, one who is acceptable to both parties, to listen to both sides and offer advice. A mediator has no legal powers but can help to clarify the situation. Staff or volunteers within the Pre-school Learning Alliance will be available to act as mediator if both parties wish it.
- The mediator will help define the problem, review the action so far and suggest further ways in which it might be resolved.

The mediator will keep all discussion confidential. He/she will meet with the group if requested and will keep an agreed written record of any meetings that are held and of any advice he/she has given. The involvement of the mediator represents the final stage in the complaints procedure.

### **The role of the registering authority**

In some circumstances, it will be necessary to bring in the registering body, which has a duty to ensure laid down requirements are adhered to. The registering body would be involved if a child appeared to be at risk or where there seemed to be a possible breach of registration requirements. In these cases, both parent and pre-school would be informed.

**The registering body is:**  
The National Business Unit  
Ofsted,  
Piccadilly Gate  
Store Street  
MANCHESTER  
M1 2WD.

**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 interests of the pre-school and parents that complaints should be taken seriously and dealt with fairly and in a way, which respects confidentiality.**

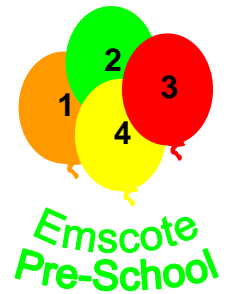
*This procedure was adopted at a meeting of the pre-school held on: 03.03.20*

*Signed on behalf of the pre-school\_\_\_\_\_ (Director)*

*Named person responsible for this procedure: LAURA ROBBINS*

# EMSCOTE PRE-SCHOOL LTD

## Statement of the Procedure to be followed when a parent has a complaint



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 interests of the pre-school and parents that complaints should be taken seriously and dealt with fairly and in a way which respects confidentiality.

1. In the first instance parents can talk over their concerns with the Pre-School Leader
2. If this doesn't result in a satisfactory outcome parents can put their concerns in writing and request a meeting with the leader and one of the directors who is not also a member of staff.
3. If agreement is still not reached a mediator may be called in to help clarify the situation
4. In certain circumstances it may be necessary to bring in the registering body ie if the child appears to be at risk or where there may be a breach of registration requirements.

The registering body is:  
The National Business Unit  
Ofsted  
Piccadilly Gate  
Store St.  
MANCHESTER.  
M1 2WD  
Tel: 0845 601 4772

Further explanation can be sought from the Complaints Procedures Policy