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**Red Barn Community Preschool**

**Complaints Procedure Policy**

**Statement of intent**

As a member of the Preschool Learning Alliance it is our intention to provide the highest quality education and care for all of our children. We intend 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.

**Aims**

We believe that 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 in general 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 preschool manager.

If this does not have a satisfactory outcome within two weeks of the original issue being raised, or, if the problem recurs, the parent should put the concerns or complaint in writing and request a meeting. The meeting will be with the preschool manager or the Chairperson of the Management Committee. Both parents and the manager should have a friend or partner present if required and an agreed written record of the discussion should be made.

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

If the matter is still not resolved to the parent’s satisfaction, the parent should again contact the Chairperson.

If parent and group cannot reach an agreement, it might be helpful to invite an external mediator, one who is acceptable to both parties. The mediator will listen to both sides and offer advice. A mediator has no legal powers but can help clarify the situation. Staff or volunteers within the Preschool 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 discussions confidential. S/he will meet with the group if requested and will keep an agreed record of any meetings that are held and any advice s/he has been given.

**The role of the registering authority**

In some circumstances it will be necessary to bring in the local authority registration and inspection unit, who have a duty to ensure laid down requirements are adhered to and with whom the Preschool Learning Alliance works in partnership with to encourage high standards. The registered authority 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 preschool would be informed and the Development Officer would work to ensure a proper investigation of the complaint followed by appropriate action.

The address of registration and inspection unit is as follows:

**Ofsted**

**Piccadilly Gate**

**Store Street**

**Manchester**

**M1 2WD**

**Telephone: 0300 1234666**

We believe that most complaints are made constructively and can be sorted out at any early stage. We also believe that it is in the best interests of the preschool and parents that complaints should be taken seriously and dealt with quickly, fairly and in a way which respects confidentiality.

This policy was adopted at a Management Committee meeting held on:

Date:

Signed on behalf of the Management Committee:

Role of the signatory (e.g. Chairperson):

This policy was reviewed on: