

Complaints and Compliments

We aim to provide the highest quality education and care of all our children. We aim to offer a warm welcome to each individual child and family and to provide a warm and caring environment within which all children can learn and develop.

We believe that children and parents/carers are entitled to expect courtesy and prompt, careful attention to their needs and wishes. We hope that at all times parents/carers will be happy with the service provided and that they might like to voice their appreciation to the staff concerned.

Our intention is to work in partnership with parents/carers and the wider community and we welcome suggestions on how to improve our services at any time.

Complaints should be dealt with professionally and promptly to ensure that any issues arising from these complaints are handled effectively and to ensure the welfare of all children.

We believe that most complaints are made constructively and can be resolved at an early stage. We also believe that it is in the best interests of all concerned that complaints should be taken seriously and dealt with fairly and confidentially.

We will give prompt and serious attention to any concerns raised by following our complaints procedure as outlined below:

Stage One

Any person that has concerns about any aspect of the group's provision should

in the first instance discuss this with any of the following as they feel appropriate; the child's key-worker, the appropriate supervisor (ie Toddler Unit or Nursery), the manager or the principal.

In the case of the issue being discussed with anyone other than the principal, the member of staff involved will pass these concerns onto the principal, and make the complainant aware that this will be done.

Stage Two

If this does not have a satisfactory outcome within a couple of weeks, or if the problem recurs, the complainant should put the concerns/complaint in writing and request a meeting with the principal. Both the complainant and the principal should have a friend/partner or colleague present at the meeting, if required. A record of the meeting should be made along with documented minutes and actions. All parties present at the meeting will sign the record and receive a copy, which will signify the conclusion of the procedure.

The complaint should be logged in the complaints record, along with a copy of the record of the meeting.

Most complaints should be resolved informally at this or the initial stage

Stage Three

If the matter cannot be resolved during the meeting it might be of use to invite an external mediator, one who is acceptable to both parties, to listen and offer advice. A mediator has no legal powers, but can 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 discussions confidential. S/he will meet with the group if requested and will keep a written record of any meetings that are held and of any advice s/he offered. All parties at the meeting will sign this record and receive a copy.

Stage Four

If the matter cannot be resolved the complainant has the right to raise the matter with Ofsted, as the regulatory body. Ofsted has a duty to ensure that the laid down requirements are adhered to and work in partnership with the Pre-school Learning Alliance to encourage high standards. 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 the Pre-school Alliance fieldworker would work with Ofsted to ensure a proper investigation of the complaint, followed by the appropriate action.

A record of complaints will be kept in the nursery, along with records of any meetings held. These will be accessible only to the parties involved and will be stored as confidential files.

In case of a child protection related complaint, please refer to the Child Protection Policy.