

SARRATT DUCKLINGS PRE-SCHOOL

OFFICIAL COMPLAINTS PROCEDURE

Making your Concerns Known

If a parent is unhappy about any aspect of the pre-school's provision, they should firstly discuss their concerns with the Group Leader or the deputy.

If this discussion does not have a satisfactory outcome, or if the problem recurs, the parent should put their complaint in writing and request a meeting with the Management Committee.

Most complaints should be resolved at this stage.

If there is still a problem after this meeting and the parent is not satisfied with the outcome, they should again contact the Management Committee, who will do their best to find a mutual solution.

If this fails to be successful, an external mediator can be requested. They could be brought in to listen to both sides and offer advice. This mediator may help define the problem, review the action taken so far and suggest a way in which the situation can be resolved.

The Registering Authority

In some circumstances, it may be necessary to bring in the local authority registration and inspection unit. Although they would only be involved if a child appeared to be at risk, or where there seemed to be a possible breach of registrations requirements.

In such a case, both the parents and the pre-school would be informed and Ofsted would ensure that there was a full investigation of the complaint followed, if necessary, by appropriate action.

Policy adopted by Sarratt Ducklings Management Committee.

Date

Signed