



## **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. Many concerns can be resolved quickly by an informal approach to the appropriate member of staff. If this does not achieve the desired result, the following procedures should be used.

### **How to complain**

A complaints form will be completed and filed.

A parent who is uneasy about any aspect of the setting and its provision should first of all talk over any worries and anxieties with the manager/deputy.

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 to the manager and director/owner.

The next stage is to request a meeting with the manager and the director/owner of the setting. 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 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/owner. At this point, if parent and setting 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 help define the problem, review the action so far and suggest further ways in which it might be resolved.

Staff or volunteers within the Pre-school Learning Alliance will be available to act as mediator if both parties wish it.

The mediator will keep all discussion confidential, will meet with the group if requested and will keep an agreed written record of any meetings that are held and of any advice they have been given.

The involvement of a 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 and with whom the Pre-school Learning Alliance works in partnership to encourage high standards. The registering 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 parents and the setting would be informed and the Pre-school Learning Alliance fieldworker would work with the registering body to ensure a proper investigation of the complaint followed by appropriate action.

Formal complaints will be responded to within 28 days and will be reported to Ofsted on 08456 404040.

**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 setting and parents that complaints should be taken seriously and dealt with fairly and in a way which respects confidentiality.**

***This policy was adopted at a meeting of Kidstime held on***

.....(date)

*Signed on behalf of Kidstime* .....

*Reviewed by*.....*Date*.....