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| Name of Policy: | **Complaints Policy** |
| Name of Setting: | **Busy Bees Pre-school**  |
| Overall Aim of Statement: | * We aim to provide the highest quality education and care for all our children.
* We believe children and parents are entitled to expect courtesy and prompt, careful attention to needs. Our intention is to work in partnership with parents and generally and we welcome suggestions on how to improve our group at any time.
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| Specific Objectives/ Statements and Procedures for how you will achieve each one: | 1. Making concerns known.
	* A parent who is uneasy about any aspect of the group’s provision should first talk over any worries and anxieties with 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 complaints in writing (pro forma form included in back of file) and request a meeting with the pre-school leader and chair of the management committee. Both parties are entitled to a friend or partner to be present. A written record of the discussion should be made.
2. Most complaints should be resolved informally.
* If the matter is still not sorted out to the parent’s satisfaction, the parent should again contact the Chair.
* 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 with in the Pre-school Learning Alliance will be available to act as mediator of 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.

3. 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 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 seems to be a breach of registration requirements. In these cases both parent and pre-school would be informed and the fieldworker would work with ofsted to ensure a proper investigation of the complaint by appropriate action. Ofsted number is 0300 123 3153

4. The timescale for a response to a complaint is to be as short as possible. |
| Useful websites | [www.ofsted.gov.uk](http://www.ofsted.gov.uk) [www.everychildmatters.gov.uk](http://www.everychildmatters.gov.uk) www.teachernt.gov.uk |
| References to other relevant policies: | working in partnership with parents |
| Policy Monitoring and Evaluation Information: | Staff and Chairperson |
| Signature: | R Lily |
| Review Date and next review due date: Reviewed Jan 15 – next review Jan 16 |