



Milborne Ladybirds Playgroup

COMPLAINTS PROCEDURE

- As a Preschool 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 the parents, children and the community generally and we welcome suggestions on how to improve our group at any time.

Making concerns known

- A parent who is unhappy about any aspect of the group's provision should first of all talk over any worries and anxieties with the Supervisor
- 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 and request a meeting with the Supervisor and the Chair of the management committee. Both parent and Supervisor should have a friend or partner present if required and an agreed written record of the discussion will be made.
- Complainants will be notified of the outcome within 28 days of receipt of complaint.
- If the complaint is against a member of Staff the complainant should go directly to the Chairman of the management committee or contact OFSTED. If the complaint is of a child abuse nature that member of Staff will be suspended immediately.

If complaint is not resolved

- If the matter is still not sorted out to the parent's satisfaction, the parent should again contact the Chair of the management committee.
- If parent and Chair 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 a situation and Staff or volunteers from an appropriate outside agency may be available to act as such mediators if both parties wish.
- 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 discussion confidential. She/he will meet the group if requested and will keep an agreed record of any meetings that are held and of any advice she/he has given.



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Role of Ofsted

- In some circumstances parents may wish to take their complaint to Ofsted, the regulatory authority, which have a duty to ensure laid down requirements are adhered to. 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 parent and Preschool would be informed
- The setting will keep records of complaints and appropriate information from that record is shared with parents on request. Ofsted have a right to inspect the register of complaints. Records of complaints will be kept for at least three years.

Staff

- Those employed by the group may also follow this procedure if they have a complaint, omitting to approach the Supervisor if this is appropriate due to the nature of their anxieties
- It is believed that most complaints are made constructively and can be sorted out at an early stage. It is also believed that it is in the best interests of the Preschool and parents that complaints should be taken seriously and dealt with fairly, consistently and in a way, which respects confidentiality.

Ofsted

Should you wish to contact Ofsted the address is:

The National Business Unit
Ofsted
Piccadilly Gate
Store Street
Manchester
M1 2WD

0300 123 1231

Email: enquiries@ofsted.gov.uk

Reviewing the Policy

The Complaints Policy will be kept under review and will be reviewed annually
The Policy was last reviewed and agreed at the Management Committee Meeting on 20th March 2012