



St Peter's Pre-School Policies and Procedures
2017

5. Complaints Policy

- 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 St Peter's pre-school and parents that complaints should be taken seriously and dealt with fairly, in a way that respects confidentiality.
- 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 attention to their needs and wishes. Our intention is to work in partnership with parents and the community.
- We welcome suggestions on how to improve our group at any time.

Procedure

Making concerns known

- A parent who is uneasy about any aspect of St.Peter's pre-school 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 committee. A written record of the discussion will be made and signed by all attendees.
- All complaints will be investigated and complainants will be notified of the outcome within 28 days of receipt of the complaint.

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

- If the matter remains an issue, the parent should again contact the Chair.
- If the parent and setting cannot reach an agreement, an external mediator may be sought, 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.
- The mediator will keep all discussions confidential. S/he will meet with the group if requested and will keep an agreed written record of any meetings that are held and of any advice s/he has given.

A record of complaints will be kept for at least six years.



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The role of the registering authority

In rare circumstances, it may be necessary to bring in the local authority registration and inspection unit OFSTED, who 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.

The contact details are:

OFSTED

Piccadilly Gate

Store Street

Manchester

M1 2WD

Tel: 0300 123 1231

Our registration number is : **508013**

Dealing with allegations of abuse or poor practice against a member of staff

If an allegation of abuse or poor practice is made against a member of staff, the committee will consider the nature of the allegation before making a decision on action to be taken.

Staff should be aware that options available from the registered provider may range from;

- A training need identified
- A verbal warning
- A written warning
- Suspension
- Dismissal in situations of gross misconduct, following an investigation.

If a member of staff is suspended, the employer should continue paying a full salary to the member of staff whilst an investigation takes place.

This policy was adopted at a meeting of the Pre-school held on (Date):

Signed on behalf of the Pre-school: (Chairperson