



Seedlings Pre School
St Johns Memorial Hall

Mobile: 07525 731424

seedlings-preschool@outlook.com

Complaints Policy & Procedure

Statement of intent

Seedlings Pre School believes that all children and parents/visitors are entitled to expect courtesy as well as prompt and careful attention to their needs or wishes. We encourage suggestions and feedback on how we can improve the pre school and will give prompt and serious consideration and response to any concerns about the pre school and how it is run. We will endeavour to resolve most concerns quickly and without resource to formal proceedings. If this is not achievable then we will deal with the concerns in line with our complaint procedure.

Aim

We will respond to all concerns raised against the pre school and will endeavour to resolve them promptly and with consideration, reaching a satisfactory conclusion for all parties involved.

Complaints Procedure

How to make a complaint

Parents can make a complaint in one of three ways:

- In person to their child's key worker or any other staff member who they feel comfortable talking to.
- In writing to the pre school manager – all written complaints must be reported to Ofsted.
- Directly to Ofsted:
 - Ofsted telephone no: 0300 123 1231
 - By post at: Piccadilly Gate, Store Street, Manchester, M1 2WD

We aim to have an open and friendly relationship with the families of the children at Seedlings and hope that any parent would feel comfortable to first raise any concerns about Seedlings with their child's key worker or with another member of staff whom they feel comfortable speaking to before pursuing a written complaint or going directly to Ofsted.

How we will handle a complaint

- We will endeavour to respond to any complaints within two working days.
- Where appropriate the response will be made either by phone call or email (if the parent has expressed a preference for communication by email)
- If the matter cannot be resolved by these methods or it is not deemed appropriate then a meeting will be arranged where the complainant can meet to discuss their concerns with the pre school manager and any other staff members who are relevant to the complaint.
- If the concerns cannot be resolved at this meeting then we may call upon external support such as ACAS (Advisory, Conciliation and Arbitration Service) or an external mediator who can attend a second meeting and facilitate a resolution.
- All complaints will be logged in our Complaints Summary Log. The following details will be recorded:



Pre School

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- Details of the complaint
 - The initial action taken
 - Any further action required
 - The person who has ownership of the complaint (this will usually be the manager or where this is not appropriate then the Deputy Manager will take ownership)
 - The time scale of the complaint
 - Who should receive a copy of the complaint record, this will include a written resolution letter detailing the outcome of the complaint and all steps taken to resolve it.
 - A review of the actions that were taken, whether they have continued to be effective and whether there is a need for further action to be taken to ensure the issues do not reoccur.
- The Complaints Summary Log will be available for parents to view at any time, either by electronic copy should they request it or in hard copy which will be available to view in the entrance area of the pre school.
 - The complainant is responsible for responding to any attempts that we make to resolve the complaint or concern.

Policy reviewed: April 2017
Written by: Jennifer Bruton – Pre School Owner
Next Review Due: September 2017