

Preschool Complaints Policy

General

The Preschool believes in delivering the highest quality of childcare to the public sector and will strive to do so with the minimum of complaints. The preschool is aware that parents not only have a right to expect the highest of childcare standards but also have the right to complain if they perceive that those standards have not been met. The Children's Act places an obligation on local authorities to establish complaints procedures; the implementation of the preschool Complaints Policy is a vital part of that process. The preschool undertakes to investigate all complaints and take appropriate actions in response to that complaint.

Preschool Complaints Procedure

In the event of a concern raised by a parent or carer the following actions are to be taken by preschool employees:

The employee is to inform the Preschool Manager of the concern as soon as possible.

The Manager will carry out an investigation as soon as practicable (within three working days) and respond to the parent / carer.

If the parent / carer is not satisfied with the response, they can make a formal complaint in writing to a director.

The directors will record the complaint, and investigate accordingly, responding in writing within 28 days.

Should the parent / carer still not be satisfied, contact details for Ofsted are available in the porch area and listed below.

Any written complaints are available to Ofsted upon their request.

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Piccadilly Gate
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