



Complaints Procedure

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 parents and community generally and we welcome suggestions on how to improve our group at any time. Many concerns can be resolved quickly by an informal approach to the appropriate member of staff. If this does not achieve the desired results, the following procedures should be used.

We believe that most complaints are made constructively and can be sorted out at the early stage. We also believe that it is in the best interests of the nursery and parents that complaints should be taken seriously and dealt with fairly and in a way that respects confidentiality.

How to complain

- A parent who is unhappy about any aspect of the group's provision should first of all talk over any anxieties with the nursery leader/owner.
- 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 to the nursery leader/owner.
- The next stage is to request a meeting with the nursery leader/owner. Both parents and the leader should have a friend or partner present if required and an agreed written record of the discussion should be made

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

- If the matter is still not sorted out to the parents' satisfaction, the parent should again contact the nursery leader/owner. At this point, if the 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 define the problem, review the action so far and suggest further ways in which it might be resolved.
- Staff or volunteers within the Pre-School Learning Alliance will be available to act as mediator if both parties wish it.
- The mediator will keep all discussion confidential. He/she will meet with the group if requested and will keep an agreed written record of any meetings and of any advice that he/she has given.

The involvement of a mediator represents the final stage in the complaints procedure.

The role of the registering authority

In some circumstances, it will be necessary to bring in the registering body, which has 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 seemed to be a possible breach of registration requirements. In these cases both parent and pre-school would be informed and the Pre-school Learning Alliance fieldworker would work with the registering body to ensure a proper investigation of the complaint followed by appropriate action.

Ofsted Regional Complaints Centre:

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