



Bo Peeps Preschool Ltd, Mycenae House
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COMPLAINTS PROCEDURE

Policy statement

As a member of the Pre-School Learning Alliance, 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.

At BoPeeps we believe that children and parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes. We welcome suggestions on how to improve our Pre - School and will give prompt and serious attention to any concerns about the running of it. We anticipate that most concerns will be resolved quickly by an informal approach to the appropriate member of staff. If this does not achieve the desired result, we have a set of procedures for dealing with concerns. We aim to bring all concerns about the running of our school to a satisfactory conclusion for all of the parties involved.

Making concerns known

- A parent who is uneasy about any aspect of the group's provision should firstly talk over any worries and anxieties with the Pre-School Leader.
- 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 Pre-School Leader. Parents should have a partner/friend present and Leader should have a deputy manager present. An agreed written record of the discussion should be made.

Most complaints should be resolved informally at this initial stage

- If the parent and preschool 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 the situation. Staff or volunteers within the Pre-school Learning Alliance will be available to act as mediator if both parties wish it.
- 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 discussions confidential. They will meet the group if requested and will keep an agreed written record of any meetings that are held and of any advice given.

The role of Ofsted

- In some circumstances, it will be necessary to bring in Ofsted, who have 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. Ofsted 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 the Pre-School would be informed and the Pre-School Learning Alliance fieldworker would work with Ofsted to ensure a proper investigation of the complaint followed by appropriate action.
- Parents have the right to contact Ofsted direct if they have any concerns or queries.

Records

- A record of complaints against our Pre -School and/or the children and/or the adults working in our school is kept, including the date, the circumstances of the complaint and how the complaint was managed.
- The outcome of all complaints is recorded in the Summary Complaints Record which is available for Ofsted inspectors on request.

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

Policy written Date: September 2013

Policy Implemented Date: April 2016

Policy Review Date: September 2019