

## Complaints Policy

Fairland's Pre School strives to deliver a high quality standard to all within our community, in which parents and children are handled with respect and courtesy at all times and feels valued and listened to.

Fairland's Pre School welcomes suggestions on improvements and regularly asks for feedback from parents in order that their needs can be met. Any concerns will be dealt with promptly and it is our aim that all parents feel comfortable to voice their opinions, safe in the knowledge that they will be listened to and response to, with a satisfactory conclusion for all involved.

### Methods

We are required by Ofsted to keep a summary of complaints that reach stage 2 and beyond and should be made available to parents as well as Ofsted. The Pre School manager follows the complaints policy using complaint summery logs.

### Making a complaint

**Stage 1** - at this stage the parent and member of staff should be able to talk through complaints and deal with them to a satisfactory resolution.

**Stage 2** - occurs if stage 1 either reoccurs or fails to meet a satisfactory outcome. At this stage the parents put their concerns in writing to the manager, which is place in a filing cabinet in the manager office. The Pre School manager must meet with the parents once the matter has been investigated in order to discuss the outcome.

**Stage 3** - if the parent is still unhappy s/he may request a meeting with both the manager and the Proprietor. The parents must be informed that s/he may bring a representative with them for support. Minutes of the meeting must be taken accurately including the decisions that have been jointly made. All parties must sign to say that they agree with the document, and they will receive a copy of it too.

**Stage 4** - If stage 3 is not completed through lack of agreement an external mediator is invited in to help settle the complaint. This is someone who is deemed acceptable to all parties and can listen, offer advice and be impartial to the proceedings, such as

members of the Preschool Learning Alliance. The mediator role is to offer suggestions, but must be noted that they have no legal power to make decisions. The mediator keeps records of conversations and meetings (and his/her advice) and can hold separate meetings with both parties if deemed a more acceptable form of resolution.

**Stage 5** - occurs when the mediator calls a meeting for all parties and the advice is delivered in order to make a decision, which is acceptable to all parties. A record is kept of the meeting and everyone is asked to sign the record and then receives a copy of it. If signed, this indicates that the matter is resolved.

#### The role of Ofsted

Parents may contact Ofsted at any stage of the proceedings if they feel that they have concerns regarding the settings registration requirements, the details of which are located on the parent's notice board, together with the Ofsted registration number. Ofsted will investigate any claims that they feel is necessary, which may result in actions being taken for the setting to address, evaluate and monitor. The outcome of all complaints is recorded in the complaints summary record, which is available for parents and Ofsted inspectors on request.

To report a concern or make a complaint to Ofsted you can contact them as follows:

- By Telephone: 0300 123 1231
- By Post: Ofsted Piccadilly Gate Store Street Manchester M1 2WD
- By e-mail: [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)

#### Review

The policy will be reviewed yearly, in May, and amendments and changes will be carried out in conjunction with the Pre School staff, through liaison by the Proprietor.