

COMPLAINTS POLICY AND PROCEDURE

If a parent or carer has an issue, which involves either their own child or Haylands Pre-school as a whole, they should raise the issue with the manager.

If, however the parent or carer feels unable or is unwilling to raise the matter in this way they can approach either:

- *The chairperson of the committee*
- *Contact OFSTED direct on 03001231231*
- *Contact EARLY YEARS DIRECTORATE, The National Business Unit, Ofsted, The Royal Exchange Buildings, St. Anne's Square, Manchester M27LA. www.ofsted.gov.uk/parents*

We will make every effort to resolve any issues within the setting.

If a parent makes a formal complaint in writing relating to one or more of the Welfare Requirements, it is a mandatory requirement that Haylands Pre-school investigates the complaint, taking any necessary action and the outcome of the findings will be available to the parent within 28 days.

Complaint/ Concerns record

Haylands pre-school will make a written record of any complaint/concern. The action that has been taken and the outcome of the complaint/concern, and we will provide a summary on request to any parent and Ofsted. We will keep all records for a period of 3 years from the date of which the record was first made.

The record of complaint/concern will include information on:

- *The national standard to which the complaint relates.*
- *The nature of the complaint*
- *How the complaint was dealt with*
- *The action that we have taken or propose to take as a result of the findings.*
- *Whether the parent has been provided with an account of the finding, any action taken, within 28 days of the date on which the complaint was made.*

If a parent wishes to make a complaint but are unable to put it into writing (for example communication difficulties) they can ask the manager or committee chairperson to write it for them. The parent must then read it, clarify what is written, sign and witness the account.

COMPLAINTS PROCEDURE

- *A matter, which relates to an individual child should be discussed between the parent or carer and the manager*
- *Should the matter not be resolved the issue will be brought to the attention of the committee chairperson who will then meet with all persons involved*
- *If the matter raised concerned a general or policy issue then it should be raised with the manager of Haylands. They will in turn relate the information to the committee for consideration.*
- *Should an approach on general or policy matters be made via any committee members it will then be reported to the committee for consideration.*
- *Should the matter still remain unresolved following all of the above procedures it would then be referred to a specially convened panel, which would consist of a member of the committee, the manager and an independent expert (e.g. a representative of Early Years and Childcare Service, if this is deemed appropriate)*
 - *The complaint should be submitted in writing to the panel and the complainant will be given the opportunity to address the panel with any additional information. The panel may also require other people to submit written information for consideration.*

Haylands pre-school must share an account of the findings of the investigation and any action (if any) that has been taken or will be taken as a result of the investigation. This will be done within 28 days from the date the complaint was made. This will be achieved by sharing the complaint record, ensuring that confidentiality is maintained at all times.

If the parent requires more details then a separate letter containing this information will be sent to the parent.

The manager of Haylands pre-school is Mrs Julie McNally

The chairperson of Haylands pre-school is

All of the above policies have been completed in conjunction with Ofsted Regulations, management, and management committee.

Completed and updated.....8/10/10

Signed by Management

Julie McNally

Signed by Management committee.....

Chris Sutton (Vice Chair/Treasurer)