

Whiteley Preschool Complaints Procedure



As a member of the Preschool Learning Alliance, we aim to provide the highest quality of education and care for all our children. Any concerns that are brought to our attention will be dealt with as a matter of urgency. We hope to be able to resolve complaints in a timely manner with a informal approach. However, if this is not satisfactory, we have procedures in place to deal with formal complaints.

Stage 1

Any complaint should be made to the Childcare Manager or Business Manager, in their absence to the Deputy Childcare Manager, who will be able to assist you while a manager is contacted.

Stage 2

If the outcome of this meeting is not satisfactory the individual with the complaint should put the concern/worry in writing to both a Preschool Manager and the Preschool Chairperson. An investigation will take place and a response will be issued, where possible, within 5 working days and within 28 days of receipt of a written complaint.

Records are kept of all written complaints made to the preschool. Most complaints are resolved at this stage, if a satisfactory result has not been reached:-

Stage 3

If the individual making a complaint is not satisfied with the outcome of the investigation, they should request a meeting with the Preschool Managers and Preschool Chairperson. An agreed written record of the discussion is made as well as any discussion or action to take as a result. All the parties present at the meeting sign the record and receive a copy of it. This signed record signifies the procedure has concluded. When the complaint is resolved at this stage, the summative points are logged in the complaints folder. The complaints folder is accessible to parents during the opening hours of the preschool.

Stage 4

If at the stage 3 meeting the parent and the setting cannot reach an agreement an external mediator is invited to help settle the complaint. This person should be acceptable to both parties, listen to both sides and offer advice. A mediator has no legal powers but can help to define the problem, review the actions so far and suggest further ways in which it may be resolved. Staff or volunteers within the Preschool Learning Alliance are appropriate persons to be invited to act as mediators. The mediator keeps all discussions confidential. They can hold separate meetings with the setting personnel and the individual making the complaint if this is decided to be helpful. The mediator keeps an agreed written record of any meetings that are held, and any advice given.

Stage 5

When the mediator has concluded their investigations, a decision will be made at a final meeting with the individual making the complaint, Preschool Managers and Chairperson. The purpose of this meeting is to reach a decision on the action to be taken to deal with the complaint. The mediator's advice is used to reach the conclusion. The mediator is present at the meeting if all parties think this will help a decision to be reached. A record of this meeting, including the decision or action to be taken is made. Everyone present at

the meeting signs the record and receives a copy of it. This signed record signifies that the procedure has concluded.

Parents may approach Ofsted directly at any stage of the procedure. In addition, where there seems to be a breach of the settings registration requirements, it is essential to involve Ofsted. As the registering and inspection body they have a duty to ensure the welfare requirements of the Early Years Foundation Stage are adhered to. In accordance with the Whiteley Preschools complaints procedure the relevant telephone numbers and people to discuss a complaint with are as follows:

Laura Bilbie – Childcare Manager
childcare@whiteley-preschool.co.uk

Gemma Hardy – Business Manager & Trustee
admin@whiteley-preschool.co.uk

Whiteley Preschool Chairperson
committee@whiteley-preschool.co.uk

Ofsted
Piccadilly Gate
Store Street
Manchester
M12WD
Tel: 0300 123 1231

If a child appears to be at risk, our setting will follow the procedures outlined in our Safeguarding and Child Protection Policy and the procedures of the Local Safeguarding Children’s Board in our local authority. In these cases, both the parent and the setting are informed, and the preschool managers work with Ofsted or the Local Safeguarding Children’s Board to ensure a proper investigation of the complaint is followed and appropriate action taken. If an allegation against a member of staff is made the LADDO will be contacted, and the setting will take direction from them.

Records

A record of complaints is kept, including the date, circumstances of the complaint and how it was resolved. These records are available to parents and Ofsted Inspectors upon request.

Policy Adopted: - 9th July 2014
Reviewed: 24th April 2023

Signed Chairperson