

SOUTH DARLEY AND WINSTER PRE-SCHOOL

Complaints Procedure

We aim to provide the highest standard of care, support and learning within a stimulating environment as is possible.

However, we are aware that there may be circumstances in which parents/carers may want to make a complaint.

We acknowledge the fact that parents/carers will all have their child/ren(s) best interests at heart and therefore respect and value all their opinions and concerns. We liaise with parents/carers on a regular basis and hope that any concerns will be discussed and resolved in this way.

If the matter cannot be resolved through discussion with staff, concerns will be addressed through the Manager.

If it remains unresolved, a written complaint can be sent to the Chair. The Chair will speak with the family and seek to resolve the complaint within 28 days. The outcome will be notified to the complainants within 28 days of the receipt of the complaint. If the complaint remains unresolved we will notify the Local Authority (Derbyshire County Council) within 5 working days and we will cooperate with any investigation they may undertake.

Parents or carers may also make a complaint directly to the Local Authority who can be contacted at:

Early Years Sufficiency Manager
Children's Services Department
Derbyshire County Council
Room 154 John Hadfield House
Dale Road,
Matlock DE4 3RD

If the parent or carer believes that the Pre-school is not meeting EYFS statutory requirements they may contact Ofsted at:

Office for Standards in Education
Piccadilly Gate
Store Street
Manchester
M1 2WD

Telephone 0300 123 4666

A record will be kept of all complaints and their outcome. This record will be made available to Ofsted and the Local Authority.

Reviewed on 10th September 2017

Approved by _____ (Manager)

Approved by _____ (Committee)

Next Review due: 1st September 2019

I have read and understand this policy

Print name _____ Signature _____ Date _____

Print name _____ Signature _____ Date _____

Print name _____ Signature _____ Date _____

Print name _____ Signature _____ Date _____

Print name _____ Signature _____ Date _____

Print name _____ Signature _____ Date _____