

Complaints Procedures

As a member of the Pre-school Learning Alliance we aim to provide the highest quality education and care for 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.

We believe children and parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes. Our intention is to work in a partnership with parents and the community generally and we welcome suggestions on how to improve our group at any time.

Making Concerns Known.

A parent who is uneasy about any aspect of the group's provision should first of all talk over any worries and anxieties with the pre-school leader.

If this does not have a satisfactory outcome within 10 working days, or if the problem recurs, the parent should put the concerns of complaint in writing and request a meeting with a pre-school leader and the committee chair. Both parents and the leader should have a friend or partner present if required and an agreed written record of the discussion should be made.

If the matter is not sorted out to the parent's satisfaction, the parent should again contact the chair.

All complaints will be recorded in the pre-school's complaint log, and we will adhere to our confidentiality policy.

Parents or carers have the right at any point during this procedure to contact Ofsted at the address below.

If parent and group cannot reach an agreement, it might be helpful to invite an external mediator one who is acceptable to both parties, to listen to both parties and offer advice. A mediator has no legal powers but can help clarify the situation. Bury Early Years Team or Ofsted will be contacted to act as a mediator if both parties wish.

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. She/ he will meet with the group if requested and will keep an agreed record of any meetings that are held and of any advice she/he has given.

The role of the registering authority

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. The Bury Safeguarding Children team would be involved if a child appeared to be at risk. In these cases parent, pre-school and Ofsted would be informed to ensure a proper investigation of the complaint followed by appropriate action.

Where there seems to be a possible breach of Pre-school's Ofsted requirements, Ofsted can be contacted at:-

Ofsted
Piccadilly Gate
Store Street
Manchester
M1 2WD
Tel 0300 123 1231

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.*

Complaints and Allegations about Staff

All complaints and/or allegations made about a member of staff regarding professional abuse will be dealt with seriously and in the following way:-

- The member of staff will be suspended immediately pending an investigation.
- Ofsted will be informed.
- The local LADO (Local Authority Designated Officer) will be contacted.
- The member of staff will remain suspended and not allowed on the premises during the investigation.
- The member of staff will only be allowed back in employment if the investigation clears them of any wrong doing.
- Any complaints or allegations about the pre-school leader should be channelled straight to Ofsted.