

Complaints

Making a Complaint

Our Pre-school is committed to providing a safe, stimulating, consistent & accessible service to children and all parents/ carers. We always aim to provide high quality services to everyone and we believe that children & parents are entitled to expect courtesy and prompt attention to their needs & wishes.

We welcome suggestions on how to improve our setting and will give prompt and serious attention to any concerns regarding the running of our setting.

We anticipate that most concerns will be resolved quickly by an informal approach to the appropriate member of staff. If this does not achieve the desired result, we have a set of procedures for dealing with concerns.

We aim to bring all concerns about the running of our setting to a satisfactory conclusion for all of the parties involved.

Under normal circumstances the Manager (Joanne Hunter) will be responsible for managing any complaints made, unless the complaint is made against the Manager and then the chairperson appointed at the time will conduct an investigation.

All complaints will be recorded and logged in an incident book.

Complaints Procedure as follows:-

Stage 1

Any parent / carers who have a concern regarding the setting should approach the Pre-School Manager, Joanne Hunter

Stage 2

If the outcome of this informal meeting is not satisfactory the parent / carer should put their concerns in writing to both the Pre-school manager. An investigation will take place and a response will be issued, where possible within 5 working days and definitely within 28 days of the written complaint.

Most complaints are resolved at this stage but if still not satisfied:-

Stage 3

If the parent / Carer are not satisfied with the outcome of the investigation, they should request a meeting with the settings manager & a representative from the setting.

An agreed written record of the discussion is made as well as any decision or action to take as a result. All of the parties present at the meeting sign the record and receive a copy of it.

This signed record signifies that the procedure has concluded. When the complaint is resolved at this stage, the summative points are logged in the complaints file. The complaints file is accessible to all parents during the opening hours of the pre-school and is placed in our reception Area.

Stage 4

If at the stage 3 meeting the parent/carer and setting cannot reach an agreement, an external mediator is invited to help to 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 define the problem, review the action so far and suggest further ways in which it might be resolved.

Staff /Volunteers within the pre-school are appropriate persons to be invited to act as mediators. The mediator keeps all discussions confidential. She / He can hold separate meetings with the settings manager and the parent / Carer, if this is decided to be helpful. The mediator keeps an agreed written record of any meetings that are held of any advice she / he gives.

Stage 5

When the mediator has concluded his / her investigations a decision will be made at a final meeting with the parent / carer & pre-school manager. 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 this 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 on the 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.

OFSTED – Office for Standards in Education

Local Authority (HAVERING) Safeguarding Children Board

Parents / Carers may approach OFSTED directly at any stage of the complaints procedure. In addition, where there seems to be a breach of the setting's registration requirements, it is essential to involve Ofsted as the registering and inspection body with a duty to ensure the welfare requirements of the Early Years Foundation Stage are adhered to.

In accordance with Georgie Porgy's Pre-School complaints procedure the relevant telephone numbers are available to discuss a complaint with as follows:-

OFSTED – 0300 123 4666 OR 0300 123 1231

Piccadilly Gate, Store Street, Manchester, M1 2WD

London Borough of Havering – (Safeguarding Children)

LADO (Local Authority Designated Officer)

01708 431 653

E-mail – Lado@haverling .gov.uk

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Georgie Porgy's Pre-school