



Together, caring and learning

Complaints Procedure

We aim to provide the highest quality education for all children in our care. We aim to welcome and value each individual child and family, and to provide an environment which is warm and caring in which all children can learn and develop as they play.

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

Making Concerns/ Complaints Known

1. With the Key Person.

Each child in the group has a key person. As the child enters the group the key person spends time with the child's parent so information can be shared, and a relationship can be built. This enables each parent to have an open initial point of contact, in which concerns/complaints and progress can be shared.

2. With the Pre-School Managers.

Sometimes the nature of the concern/ complaint may be about another aspect of the group's provision. If this is the case we would encourage you to talk over your concerns with Sue Albon (The Pre-School Manager). An appointment can be made so that this can be conducted privately if you should so wish.

Most concerns/ complaints should be able to be resolved informally at this initial stage.

3. With the Pre-School Manager and a member of the Committee.

If this however does not have a satisfactory outcome within a couple of weeks, or if the problem recurs, the parent should put the concerns or complaint in writing and request a meeting with the Pre-School Manager and a representative from the Pre-School Committee: -

Mrs Jan Williams- Chair
Salway Christian Pre-School Committee
C/o Salway Evangelical Church
Woodford Green
Essex
IG8 9BW

All discussions will remain confidential and written records of all discussions will be made.

4. With the Pre-School Committee.

If the matter is still not sorted out to the parent's satisfaction, the parent should again contact the Chair of Salway Christian Pre-School, and a meeting will be arranged with the whole committee.

All discussions will remain confidential and records of all discussions will be made.

5. The role of Ofsted.

In some extreme circumstances, it may be necessary to bring in Ofsted, who have a duty to ensure laid down requirements are adhered to, and high standards in education are maintained e.g. If children were thought to be at risk, or where there seemed to be a breach of registration requirements.

Applications, Regulatory and Contact (ARC)Team
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We hope that most concerns/ complaints are made constructively and can be sorted out at an early stage. We believe that it is in the best interests of Pre-School and parents that concerns/complaints should be taken seriously and dealt with fairly and in a way that respects confidentiality.

N.B.

Any complaints concerning the way the free entitlement for two, three or four year olds is administered should be addressed in a similar manner. However, if it cannot be resolved by the manger or chair of committee the matter should be referred to FIND (Families Information Direct) for further investigation.

Telephone 0800 587 7500 or 020 8708 8920

Reviewed May 2018