



THE GLEBE PRE-SCHOOL

Complaints Procedure

Statement of intent

Our pre-school believes that children and parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes. We welcome suggestions on how to improve our pre-school and will give prompt and serious attention to any concerns about the running of the 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.

Aim

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

Methods

To achieve this, we operate the following complaints procedure. We are required to keep a written record of all complaints received whether initially verbally, written or by email.

1. Parents/carers should discuss a concern with the Manager or any other member of staff if the Manager is not available. These concerns will be treated with respect. Most concerns will hopefully be resolved at this stage.
2. If a parent/carer feels that more needs to be done they should make a formal complaint in writing to pre-school. The complaint will be recorded in our complaints log book. We will investigate all complaints made in writing or by email from parents/carers where these relate to one or more of the Early Years Foundation Stage requirements. We will provide parents/carers who made the complaint with an account of the findings and of any action taken as a result within 28 days.
3. If the parent/carer is still not entirely satisfied then they should contact Ofsted, the government body responsible for the standards set in all early years' provision.

Contact Georgina Lightfoot – Manager at pre-school OR Helen Edge – Chair person.

Address: The Glebe Pre-school, Stanton Road, Stapenhill, Burton-on-Trent, Staffs. DE15 9RW

Email: glebepreschool45@gmail.com

The Role of Ofsted (Office for Standards in Education)

Parents/carers may approach Ofsted directly at any stage of this complaint procedure. Where there seems to be a possible breach of our registration requirements, it is essential to involve Ofsted as the registering and inspection body with a duty to ensure the Early Years Foundation Stages for Day Care are adhered to.

If the complaint is an allegation of child abuse by a member of staff, the pre-school will inform Ofsted immediately. (Please refer to our child protection policy).

Contact:

Ofsted Complaints Department

Records

A record of complaints against our pre school and/or the children and/or the adults working here is kept for 10 years. This will include the date, the circumstances of the complaint, the Early Years Foundation Stage requirements to which the complaint relates, how it was dealt with and any actions taken or proposed as a result of an investigation.

A summary of each complaint is available for parents/carers and Ofsted inspectors to see.

This policy was reviewed at a meeting held in March 2023

Signed on behalf of the pre-school:

Chair person.....

Other Committee Member.....

Complaints Procedure.

Every effort is made to ensure your child receives the best quality of care whilst at pre-school. However, if you are not entirely happy, please follow the procedure laid out below.

1. Discuss your concern with the Manager or any other member of staff if the Manager is not available.

Your concerns will be treated with respect. Most concerns will hopefully be resolved at this stage.



2. If you feel more needs to be done, make a formal complaint in writing to pre-school. Pre-school will record your complaint and inform you of any actions to be taken within 28 days of receiving your written complaint.



3. If you are still not entirely satisfied, contact Ofsted, the government body responsible for the standards set in all early year's provision.

Our complaints record is available if you wish to see it.

Contact Telephone Numbers.

Georgina Lightfoot (manager)- 07989036843.

Helen Edge (chairperson).

Ofsted - 03001231231.

Ofsted Address;

Piccadilly Gate

Store Street

Manchester

M1 2WD