**Complaints Policy**

As a member of the Preschool Learning Alliance (PLA), we aim to provide the highest quality care and education for all children in our setting. We aim to welcome each individual child and their family by providing a warm and caring environment for all children to 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 partnership with parents and we encourage suggestions on ways to improve our setting at any time.

**Making Concerns Known**

* Any concerns relating to the pre-school provision should be discussed in the first instance with the Pre-school Manager – SHELLEY SYMONDS
* If this does not have a satisfactory outcome within an agreed time span, or if the problem recurs, concerns should be put in writing requesting a meeting with both the pre-school Manager and the chair of the committee. If required both the Manager and parent may ask a partner or friend to attend the meeting and a written record of the discussion will be made and kept on file by the committee.

**Taking Concerns or Complaints Further**

* If the matter is still not resolved to the parents’ satisfaction, the parent should again contact the chair of the committee.
* In the event of the parent and pre-school failing to reach an agreement, an external mediator, acceptable to both parties, will be asked to listen to both sides and offer advice. A mediator has no legal powers but can help to clarify the situation. Staff or volunteers within the PLA or Suffolk County Council Early Years will act as a mediator if both parties agree.
* The mediator will help to define the problem, review the action so far and suggest further ways in which it may be resolved.

**Role of Registering Authority**

In some circumstances it will be necessary to bring in the registration and inspection body that have a duty to ensure the Government requirements are adhered to.

**Barking Pre-school’s registering body is:**

**Early Years Ofsted**

**Ofsted**

**Royal Exchange Buildings**

**St Anns Square**

**Manchester M2 7LA**

Ofsted would be involved if a child appeared to be at risk or where there was a possibility of a breach of registration requirements. In these cases, both parent and pre-school would be informed and the PLA development worker would work with the department to ensure a proper investigation of the complaint followed by appropriate action.

We believe that most complaints are made constructively and can be resolved at an early stage. Complaints will be taken seriously and dealt with fairly and in a way which respects confidentiality.

Signed: .................................................................... Date: .............................

Chairperson