

Date of Review: September 2020



Little Angels Preschool Complaints & Compliments Procedure

Little Angels Pre-School aims to provide the highest quality care for all our children. We aim to welcome each individual child and family and to provide a warm and caring environment within which all children can learn and develop.

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

If you wish to compliment Little Angels Pre-School, a member of our staff or one of our children we would love to hear from you. Compliments can be made in writing or by talking to a member of staff. We will ensure that your compliment is acknowledged and passed on to the appropriate parties.

A parent or member of staff who is uneasy about any aspect of the group's provision should first talk over their worries and anxieties with a member of the management team. Depending on the severity of the situation, this may result in a written record of the reported incident. This record will include a statement detailing what action will take place as a result. You will need to read, confirm and sign this record. The pre-school must investigate written complaints relating to their fulfilment of the EYFS requirements and notify complainants of the outcome of the investigation within 28 days of having received the complaint.

If this does not have a satisfactory outcome or if the problem recurs, the parent/staff should put the concerns or complaint in writing and request a meeting with the Little Angels management team. Parents/staff may have a friend or partner present if required and at least two members of the management team should be present. An agreed written record of the discussion should be made.

If parent/staff and Little Angels Pre-School cannot reach an agreement, it might be helpful to invite an external mediator, one who is acceptable to both parties, to listen to both sides and offer advice. A mediator has no legal powers but can help to clarify the situation. 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 keep an agreed written record of any meetings that are held or any advice she/he has given.

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In some circumstances, it will be necessary to bring in the Ofsted Inspection Unit, who will have a duty to ensure laid down requirements are adhered to and encourage high standards. The registering authority would be involved if a child appeared to be at risk or where there seemed to be a possible breach of registration requirements. In these cases, both parent and pre-school would be informed and would work with Ofsted to ensure a proper investigation of the complaint followed by appropriate action.

The department to contact is:

Ofsted Early Years, Piccadilly Gate, Store Street, Manchester, M1 2WD

Enquiries Tel: 0300 123 1231 , Whistleblowing hotline: 0300 123 3155

enquiries@ofsted.gov.uk