



TCC CHRISTIAN PRE-SCHOOL

TCC Christian Pre-school

Complaints Policy

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 preschool and will give prompt and serious attention to any concerns about the running of the preschool. 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.

Procedure

All settings are required to keep a record of all complaints that reach stage two or beyond. This is made available to parents as well as Ofsted inspectors.

Making a complaint

Stage 1

- Please feel free to talk over your worries and anxieties with the preschool manager. Thought can be given to solving them as soon as possible.
- The pre-school has a book where any comments, complaints or requests can be written. These will be read by the pre-school manager and action taken if necessary.
- Most complaints should be resolved amicably and informally at this stage.

Stage 2

- If a satisfactory outcome is not reached within a couple of weeks or the problem recurs the parent moves to this stage by putting the concerns or complaint in writing to the preschool manager and a copy to the church elders.
- If a parent or carer makes a formal written complaint, which relates to requirements of registration, we will carry out an investigation into the complaint and will provide them with an account of the findings within 28 days.
- Written complaints from parents will be stored in the child's personal file. However, if the complaint involves detailed investigation the manager may wish to store all information relating to the investigation in a separate file designated for this complaint.
- When the investigation into the complaint is completed, the manager meets with the parent to discuss the outcome.
- When the complaint is resolved at this stage the summative points are logged in the Complaints Summary Record.

Most complaints should be able to be resolved informally at stage 1 or stage 2

Stage 3

- If the parent is not satisfied with the outcome of the investigation he/she requests a meeting with the pre-school manager/Dave Pickett. Each party may have a representative accompany them and a full written record of the discussion will be made, as well as any decision or action to take as a result.
- All parties present 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 folder*.

Stage 4

- If at stage 3 the parent and pre-school cannot reach 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 or volunteers within the Preschool Learning Alliance are appropriate persons to be invited to act as mediators.
- The mediator keeps all discussions confidential. They can hold separate meetings with the preschool personnel and the parent, if this is decided to be helpful. The mediator keeps an agreed written record of any meetings that are held and of any advice they give.

Stage 5

- When the mediator has concluded their investigations a final meeting between the parent, the pre-school manager and the management committee is held. 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.

Further help and advice can be obtained through contact with the Pre-school Learning Alliance. The local branch sub committee chair or the branch development worker can act as a mediator if both parties wish. It is the duty of the local authority registration and inspection unit to ensure laid down requirements are adhered to.

The role of the Office for Standards in Education, Children's Services and Skills (Ofsted) and the Essex Safeguarding Children Board

- Parents may approach Ofsted directly at any stage of this complaints procedure. In addition, where there seems to be a possible 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 Safeguarding and Welfare Requirements of the Early Years Foundation Stage are adhered to.
- These details are displayed on our setting's notice board in the foyer where all parent(s)/carer(s) have access to it.
- If a child appears to be at risk, our setting follows the procedures of the Essex Safeguarding Children Board.
- In these cases, both the parent and setting are informed and the Manager works with Ofsted or the Essex Safeguarding Children Board to ensure a proper investigation of the complaint, followed by appropriate action.

The telephone number of our Ofsted regional centre is:-

0300 123 1231

Ofsted Address – The National Business Unit, Ofsted, Piccadilly Gate, Store Street, Manchester M1 2WD

These details are displayed on our pre-school's notice board.

If a child appears to be at risk, our pre-school follows the procedures of the Local Safeguarding Children Board in our local authority.

In these cases both the parent and preschool are informed and the pre-school works with Ofsted or the Local Safeguarding Children Board to ensure a proper investigation of the complaint followed the appropriate action.

Records

- A record of complaints against our pre-school and/or the children and/or the adults working in our pre-school is kept, including the date, circumstances of the complaint and how the complaint was managed.
- The outcome of all complaints is recorded in the *Complaints Record* which is available for parents and Ofsted inspectors on request.
- All complaints will be taken seriously and will be dealt with promptly and confidentially, the appropriate action will be taken.

1.2 Inclusive practice	2.1 Respecting each other 2.2 Parents as partners	3.2 Supporting every child 3.4 The wider context	
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SignedManager

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