

# St. James Church Preschool CIO

## Complaints Policy



As a member of the Pre-School Learning Alliance, St. James Church Preschool CIO aims to provide the highest quality education and care for all our children.

St James Church Preschool CIO enjoys good relationships between staff and parents. Parents are encouraged to discuss any concerns they may have about their child. Staff will always initiate a conversation with a parent over any issue that concerns their child.

Should a parent find that they wish to discuss any matter further, they are encouraged to speak to staff at the beginning or end of a session or to make an appointment via e-mail or phone.

Staff are **not** expected to respond to complaints outside of their normal working hours, other than to make an appointment.

### 1. Making concerns known

A parent who is uneasy about any aspect of the group's provision should first talk over any worries and anxieties with the Pre-School Supervisor.

### 2. Informal discussion

Most concerns can be dealt with informally. There are many occasions where concerns are resolved straight away without the need to submit a formal complaint. Indeed, many concerns raised at this level might not be classified as complaints.

In most cases any concern or complaint, should be discussed informally before being escalated to a formal stage.

### 3. Formal complaints

Should it not be possible to resolve a concern informally, parents may make a formal written complaint to the Chair in a letter or e-mail.

The Chair will then arrange a meeting with the parent/s, supervisor, and any other staff as appropriate. The complainant may be accompanied by a friend or relative at discussions. An agreed written record of the discussion should be made.

It is an expectation that equal respect will be granted to each person involved within the process and that differences between people will be respected and understood.

This complaints policy is distinct from formal staff disciplinary proceedings.

### Confidentiality

All conversations and correspondence will be treated confidentially.

### Response

The individual who raised the issue should be informed of any action to be taken to resolve the issue. If appropriate, this might be confirmed in writing.

## **Upholding or not upholding complaints**

The conclusion will be either:

- a) That the complaint is upheld (in part or in full) and, where appropriate, some form of action is taken.

It may be appropriate to offer one or more of the following:

- an apology,
- an explanation,
- an admission that the situation could have been handled differently or better,
- an assurance that the event complained of will not recur,
- an explanation of the steps that have been taken to ensure that it will not happen again,
- an undertaking to review Pre-school policies in light of the complaint.

Or

- b) That the complaint is not upheld and reasons for this are clearly given.

The complainant may either choose to take no further action or will be advised of how to take the complaint further.

Records should be retained for 3 years from the date of resolution

## **4. Ofsted**

If you are not satisfied with the outcome of any complaint, you may contact Ofsted.

Ofsted has the power to investigate complaints about a Pre-school as a whole.

Ofsted will not normally investigate cases to do with individual children.

They will only be involved if a child appears to be at risk, or where there seems to be a possible breach of registration requirements. In these cases, both parent and Pre-School would be informed and the Pre-School Learning Alliance would work with Ofsted to ensure a proper investigation.


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General enquiries: 0300 123 1231

This policy was adopted by	St James Church Preschool CIO	<i>(name of provider)</i>
On	23 <sup>rd</sup> January 2001	<i>(date)</i>
Date last updated	n/a	<i>(date)</i>
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Signed on behalf of the provider	
Name of signatory	Nicola Tivey
Role of signatory	Chair