



## **Complaints procedure**

### **Statement of intent**

Tandridge Village 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 (the suggestions book is on the entrance hall table). We will give prompt and serious attention to any concerns about the running of the Pre-School. 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.

### **How to complain**

#### Stage 1

- Any parent/carer who is concerned, has any worries or anxieties about any aspect of the Pre-School's provision talk this over, first of all with the Pre-School Manager.

#### Stage 2

- If this does not have a satisfactory outcome, or if the problem reoccurs, the parent will then move to stage 2 of the procedure by putting the concerns or complaint in writing to the Pre-School Manager and this will then be forwarded on to the chair/s of the Management Committee.

Most complaints should be resolved informally at stage 1 or at stage 2.

#### Stage 3

- The parent requests a meeting with the Pre-School Manager and the Chair/s of the Management Committee. The parent should have a friend or partner present if required. An agreed written record of the discussion is made. All of the parties present at the meeting sign the record and receive a copy of it.
- This signed record signifies that the procedure has concluded.

#### Stage 4

- If at the stage 3 meeting the carer and the Pre-School cannot reach agreement, an external mediator is invited to help 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 to define the problem, review the action so far and suggest further ways in which it might be resolved.



Staff within Surrey Early Years and Childcare Service would be invited to act as mediators.

- The mediator keeps all discussion confidential. S/he can hold separate meetings with the individuals involved if this is decided to be helpful. The mediator keeps an agreed written record of any meetings that are held and of any advice s/he gives.

#### Stage 5

- When the mediator has concluded his/her investigations, a final meeting between the carer, the Pre-School Manager and the Chair(s) of 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 been concluded.

#### **The role of the Office for Standards in Education, Early Years Directorate (Ofsted) and the Surrey Safeguarding Children Board (SSCB).**

Parents may approach Ofsted directly at any stage of this complaints procedure. In addition, 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 statutory framework for Early Years Foundation Stage is being adhered to.

The address and telephone number of our Ofsted regional centre are:

Ofsted National Business Unit,  
Royal Exchange Building  
St Anne's square  
Manchester  
M2 7LA

08456 40 40 40

These details are displayed on our Pre-School notice board.

All complaints made in writing will be responded to within 20 working days.

If a child appears to be at risk, our Pre-School follows the procedures of the SSCB in our local authority.

In these cases, both carer and Pre-School are informed and the Pre-School manager works with Ofsted or the SSCB to ensure a proper investigation of the complaint, followed by 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 and will be made available on request by Ofsted for three years. The information kept will include the date, the circumstances of the complaint and how the complaint was managed.

This procedure has been adopted by Tandridge Village Pre-School Committee.

Signed on behalf of the Pre-School:

Date:

This procedure will be reviewed: Autumn 2022

(Unless there is a change in legislation or with direct guidance from an educational body)

Staff Signatures:

Date: