



# ST GEORGE'S PRE-SCHOOL HINTON ST GEORGE

Website: <http://saintgeorgespreschool.co.uk>

## Complaints Procedure

If a parent/carer has an issue either involving their individual child or the Pre-School as a whole, they should in the first instance raise the issue with either their child's Keyworker or the Supervisor of the Pre-School.

If the parent/carer feels unable or unwilling to raise the matter in this way, they can approach either:

- a. the Parent representative on the committee or
- b. the chair or other officers of the Committee or
- c. contact Ofsted  
by telephone: 0300 123 4666 (complaints)  
or write to Ofsted, Royal Exchange Buildings, St Ann's Square, Manchester M2 7LA  
or email from <http://www.ofsted.gov.uk/Ofsted-home/About-us/Contact-us/How-to-complain>

In the first instance every effort will be made to resolve any matters within the setting of the Pre-School.

**If a formal complaint is made in writing or by e-mail, and the complaint relates to one or more of the Welfare Requirements, it is now a mandatory requirement for the group to investigate the complaint, take any necessary action and the outcome of the findings be provided to the complainant within 28 days.**

### Complaints record:

The group must make a written record of the complaints, any action taken and outcome and provide a summary on request to any parent and Ofsted. Records must be retained for 10 years from the date on which the record was made.

### Complaints records should include information on:

- the welfare requirement(s) to which the complaint relates
- the nature of the complaint
- how you dealt with the complaint
- any actions you have taken or propose to take as a result of your findings
- Whether the complainant has been provided with an account of the findings, and any action taken, within 28 days of the date on which the complaint was made.

NB there is a copy of a complaints record form included with this procedure.

**Complaints Procedure:**

- a. A matter relating to an individual child should be discussed between the parent/carer and the Supervisor.
- b. Should the matter not be resolved, the issue will be brought to the attention of the Committee who will meet with all parties involved.
- c. If the matter raised concerns a general or policy issue, again it should first be raised with the Supervisor of the Pre=School, who will report it to the Committee for consideration.
- d. Should an approach on general or policy matters be made via the Parent Representative or Officers it will be reported to all the Committee for consideration.
- e. Should the matter remain unresolved following the above procedures it should be referred to a specially convened panel consisting of a member of the Committee, the Supervisor, and an independent expert. The complaint should be submitted in writing to the panel and the person who has complained should be given the opportunity to address the panel with any additional information. The panel may also require others to submit written information for consideration.

The group must share an account of the findings of the investigation and any action, if any, that has been taken or intended to be taken as a result of the investigations with parents at the setting. This must be done within 28 days from the date the complaint was made. This can be achieved by sharing the complaint record, ensuring confidentiality is maintained.

If the person who made the complaint requests more details then a separate letter giving more details should be sent to that parent.

**This Policy was updated and re-adopted by the committee members of St George’s Pre-school on 27<sup>th</sup> April 2010**

**Helen Harding (Chair) .....**

**Gilly Jaffé (Secretary).....**