



Sherwood Pre-School  
Community. Learning. Progress.

## COMPLAINTS POLICY

*We aim to provide the highest quality education and care for the children that attend the pre-school. We provide a variety of play/learning experiences and encourage each child to reach his/her full potential. We aim to treat each child and family as individuals and make them feel welcomed and valued. We believe that all children and adults are entitled to expect courtesy and prompt attention to their needs and concerns. We also welcome suggestions and comments on our practice from children and adults and will endeavour to provide an appropriate service. However, there will inevitably be occasions when a parent or carer has some concerns and these will always be addressed professionally and courteously.*

In the event of a parent/carer wishing to discuss their concerns they should speak to the manager, either informally or by making an appointment for an initial meeting.

Whenever possible, the manager will aim to address concerns informally.

A formal complaint may be made if:

- the parent or carer believes that their concern has not been properly addressed
- the parent or carer believes that their concern has not been addressed within a reasonable time-frame
- a problem or matter causing concern re-occurs
- the matter is deemed to be more serious

All formal complaints should be made in writing, by letter or email.

All formal complaints must be acknowledged, in writing, within 48 hours.

In the first instance, the manager will address and seek to resolve the matter.

A meeting with the parent or carer should be arranged and formal notes of the outcomes from that meeting recorded.

If the complaint is not satisfactorily resolved by the manager, the complaint should be forwarded to the Chair of Trustees who should meet the parent or carer within 10 working days.

If, after this second meeting, the concerns have still not been addressed or it is felt that the outcome is not satisfactory, then external advice may be sought. Mediation may be sought from an appropriate professional outside the pre-school setting.

If the complaint concerns the manager, it should be made by writing a letter to the Chair of Trustees, marked confidential, c/o the pre-school. It is the responsibility of the

manager of the pre-school immediately to alert the Chair of Trustees to the fact that a such a letter had been delivered or to forward it directly.

Complaints which remain unresolved may also be forwarded to OFSTED (The Office for Standards in Education) on tel. 08456 40 40 40.

A log of all formal complaints, charting their course and outcome must be compiled and filed for possible future reference and inspection.

**Drafted: November 2015**

**Ratified: June 2016**

**Reviewed: February 2023**