



COMPLAINTS POLICY AND PROCEDURE

Current Version 2.0

Complaints Policy and Procedure

As members of the Early Years Alliance (EYA) we aim to provide the highest quality education and care for all our children. We aim to welcome each individual child and family; providing a warm and caring environment within which all children can learn and develop as they play.

- We believe that children and parents are entitled to expect courtesy, and prompt, careful attention to their needs and wishes. Our intention is to work in partnership with parents and the general community. We welcome suggestions on how to improve.
- A parent/carer who is uneasy about any aspect of the group's provision should initially discuss any worries and anxieties with the Manager.
- If there is no satisfactory outcome within a few weeks, or if the problem recurs, the parent/carer should put their concerns in writing; requesting a meeting with the Manager, and the Chair of the Management Committee. Both parents/carers and the Manager may have a second person present at the meeting, if required. A written record of this meeting must be made. Most complaints should be resolved informally at this stage.
- If the matter is still not settled to the parents/carers satisfaction, the parent should contact the Chair again and if necessary Ofsted would be contacted:

enquiries@ofsted.gov.uk or 0300 123 1231

- We believe that most complaints are made constructively and can be sorted out at an early stage. We also believe that it is in the best interests of the children, the parents/carers and the Pre-school that complaints should be taken seriously and dealt with fairly and confidentially.