

# **COMPLAINTS PROCEDURE**

Chandlers Chatters Preschool aim to provide the highest quality care and education for all children in our care. We aim to offer a welcome to each individual child and family and to provide a warm and caring environment, under which conditions children will be encouraged to learn as they play.

## **Statutory Framework for the Early Years**

Section 3 The safeguarding and welfare requirements

Premises

Information and records

Information for parents and carers

Complaints

## **Making Concerns Known**

Any complaints, no matter how trivial, will be treated seriously and investigated thoroughly. A written record of the complaint will be kept on the complaints file. The Manager is always available to discuss issues in confidence. If this does not have a satisfactory outcome within a two-week period, or the problem recurs, the parent should put the complaint in writing and request a meeting with the Manager where discussion will take place.

Most matters do not get as far as this, but if the problem must proceed further, then an independent outside mediator, acceptable to both parties, will be asked to clarify the situation. The mediator will keep all discussions confidential and will keep a written record of any meetings held and any advice given.

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 preschool and the parents that any complaints should be taken seriously and dealt with in a way which respects confidentiality.

In the event that any complaint cannot be resolved using the above procedure, parents/carers are at liberty to seek advice from OFSTED. Contact

with OFSTED can be made at any time during proceedings. The contact details for Ofsted are;

OFSTED National Business Unit

Piccadilly Gate

Store Street

Manchester M1 2WD

03001231231 or [www.ofsted.gov.uk/parents](http://www.ofsted.gov.uk/parents)