

GREAT AYCLIFFE TOWN COUNCIL

COMPLAINTS POLICY AND PROCEDURE FOR PRE-SCHOOL LEARNING CENTRES

We believe that children and parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes. We welcome their suggestions on how to improve our Pre-School and we will give prompt and serious attention to any concerns about the running of our 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 results, we have a set of procedures for dealing with concerns. We aim to bring all concerns about the running of our Pre-School to a satisfactory conclusion for all parties concerned.

Early Years Foundation Stage themes and commitments

A Unique Child	Positive Relationships	Enabling Environment	Learning and Development
1.2 Inclusive Practice	2.1 Respecting each other 2.2 Parents as partners	3.2 Supporting every child 3.4 The wider Context	

Making a complaint

Stage 1

If anyone feels that they have cause for concern or complaint, regarding any aspect of our childcare service they should speak to a member of staff.

The complaints procedure should be discussed with the person making the complaint and what action is to be taken.

Most complaints should be resolved amicably and informally at this stage.

Stage 2

If the person feels that their concern or complaint has not been resolved through discussion they should put their concern in writing to the Pre-School Manager, at Great Aycliffe Town Council, Council Offices, School Aycliffe Lane, Newton Aycliffe, Co. Durham. DL5 6QF or by email to: julie.gale@great-aycliffe.gov.uk.

Once an investigation has been carried out the Pre-School Manager will arrange to meet with the person concerned. If the complaint is resolved then the summative points are logged in the 'Complaints Log' Book.

Parents will be informed of the outcome of the investigation within 28 days of making the complaint.

Stage 3

If the parent is not satisfied with the outcomes of the investigation, he or she should request a meeting with the Pre-School Manager and the Council's Corporate and Policy Officer. The parents should have a friend or partner present if required.

An agreed written record of the discussions made as well as any decision or action to take as a result. All parties present at the meeting will sign the record and receive a copy of it.

This signed record signifies that the process has been concluded, and the summative points will be recorded in the 'Complaints Log Book'.

The role of the Office for Standards in education, Early Years Directorate (Ofsted) and the Local Safeguarding Children Board

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 Welfare Requirements of the Early Years Foundation Stage are adhered to.

The details are:

Ofsted
Piccadilly Gate
Store Street
Manchester
M2 2WD

Telephone: 0300 123 1231

These details are also displayed on our Parent's Notice Board.

If a child appears to be at risk, our Pre-School will follow the procedures of the Local Safeguarding Children Board in our local authority.

In these cases, both the parents and Pre-School are informed and the Manager will work with Ofsted and/or our Local safeguarding Children Board to ensure a proper investigation of the complaint, followed by appropriate action.

Records

A record of complaints is kept including the date, the circumstances of the complaint and how the complaint was managed.

The outcomes of all complaints are recorded in the Complaints Log Book which is available for parents and Ofsted inspectors on request.

A written response will be sent to the complainant within 28 days of the complaint being made, and all records will be kept for a minimum of three years.