



## **Triangle Pre-School**

Wesley Methodist Church Hall, Fromond Road, Winchester, Hampshire, SO22 6EG  
Telephone 01962 880988  
Registered Charity Number: 1033953

### **Complaints Policy**

#### **Policy Statement**

Our setting believes that children and parents/carers are entitled to expect courtesy and attention to their needs and wishes.

We welcome suggestions on how to improve our pre-school and will give prompt and serious attention to any concerns about the running of the pre-school. We anticipate most concerns will be dealt with by an informal approach to the appropriate member of staff. However we have a set of procedures for dealing with concerns.

#### **Procedures**

All settings are required to keep a summary log of all complaints that reach stage two or beyond. This will be made available to parents and OFSTED inspectors.

#### **Making a complaint**

##### **Stage 1:**

- Any parent/carer who has a concern initially talks over their concerns with the Manager.
- Most complaints should be resolved amicably and informally at this stage.

##### **Stage 2**

- If there is not a satisfactory outcome to stage one or if the problem re occurs the parent/carer puts the concerns or complaint in writing to the Manager and the Chair of the management committee.
- The setting stores written complaints from parents with the child's personal records. However if the complaint involves a detailed investigation the Manager may choose to store all information relating to the complaint in a separate designated file.
- When the investigation into the complaint is completed the Manager and chair meet with the parent to discuss the outcome.
- If the complaint is resolved at this stage the summary points are logged in the complaints file.

##### **Stage 3**

- If the parent is not satisfied with the outcome of the investigation they can request a meeting with the Manager and the chair of the management committee. The parent should have a friend or partner present if required and the Manager should have the support of the chair of the management committee.
- An agreed written record of the discussion is made as well as any decision or action to be taken as a result of the meeting. All the parties present at the meeting sign the record and receive a copy of it.
- The signed record signifies that the procedure has been concluded. When the complaint is resolved at this stage the summary points are logged in the complaints file.



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### **Complaints Policy cont.**

#### **Stage 4**

- If at the stage three meeting the parent and the setting cannot reach agreement an external mediator is invited to help settle the complaint. This person should be acceptable to both parties. A mediator has no legal powers but can help to define the problem, review the action so far and suggest further ways in which it might be resolved.
- The mediator keeps all the discussions confidential. She/he can hold separate meetings with the setting personnel and parent if this is deemed to be helpful. The mediator keeps an agreed written record of any meetings that are held and any advice she/he gives.

#### **Stage 5**

- When the mediator has concluded his/her investigations a final meeting is held between the parent; the supervisor and the chair of the management committee. The purpose of this meeting is to reach a decision on the action to be taken to deal with the complaint. The mediator's advice is used to reach this conclusion. The mediator is present at the meeting if both parties think that this will help a decision to be reached.
- A record of this meeting including the decision on the action to be taken is made. Everyone present at the meeting signs the record and keeps a copy of it. This signed record signifies that the procedure has been concluded.

#### **The role of OFSTED and the Local Safeguarding Children board**

- Parents may approach OFSTED directly at any stage of this complaints procedure
- The number to call OFSTED with regard to a complaint is: 0300 123 1231 ( this number is displayed on our own Pre-school notice board which can be found in the foyer)
- If a child appears to be at risk our Pre-school follows the procedures of the local Safeguarding Children Board in Hampshire.
- In both of the above situations both the parent and the Pre-school are informed and the Manager works with OFSTED or the Local Safeguarding Children Board to ensure that a proper investigation of the complaint is followed by appropriate action.
- A record of complaints against our Pre-school and/or the children and/or the adults working in our setting is kept including the date, circumstances of the complaint and how it was managed.
- The out come of the complaint is recorded in the complaints file which is available for parents and OFSTED inspectors on request.



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**This policy was adopted at a meeting of Triangle PreSchol held on:**

.....17<sup>th</sup> January 2023.....

**Date to be reviewed:** JAN 2024

**Signed on behalf of the Management committee:** .....

**Name of Signatory:** .....

**Role of Signatory:** .....