



The Secret Garden Pre-school  
Wellington Avenue  
Princes Risborough  
Bucks HP 27 9HY  
07759 582307

## Complaints Procedures.

As a member of the Pre-school Learning Alliance we aim to provide the highest quality education and care for all our children. We aim to offer a welcome to each individual child and family and to provide a warm caring Environment within which, all children can learn and develop as they play.

We believe children and parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes in line with the requirements of Buckinghamshire Safeguarding Children's Board, OFSTED or the Early Years Team, dependent on the nature of the complaint.

Our intention is to work in partnership with parents and the community generally and we welcome suggestions on how to improve our group at any time. We will not discriminate against a parent who chooses to complain, in line with the Equality Act 2010.

### Methods

To achieve this, we operate the following complaints procedure.

Stage 1 – How to complain

- A parent who is uneasy about any aspect of the group's provision should first talk over any worries and anxieties with the pre-school manager.

Stage 2 -

- If this does not have a satisfactory outcome within a couple of weeks, or if the problem recurs, the parent's should put the concerns or complaint in writing or by email. This will be dealt with within 28 days of receiving the complaint. Complaints will be logged.

### Most complaints should be resolved informally or at this initial stage (stage 1 +2)

Stage 3 –

The parent requests a meeting with the pre-school manager and on occasions the deputy. Both parents and the manager should have a friend or partner present if required and an agreed record of the discussion should be made and all parties should receive a copy.

The signed record signifies that the procedure has concluded.

Stage 4 –

- If the matter is still not sorted out to the parent's satisfaction, the parent should again contact the manager.



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- If parent and group can't reach agreement, it might be helpful to invite an external mediator, one who is acceptable to both parties, to listen to both sides and offer advice. A mediator has no legal powers but can help to clarify the situation. Staff or volunteers within the pre-school learning alliance will be made available to act as mediator if both parties wish it.
- The mediator will help define the problem, review the action and suggest further ways in which it might be resolved.
- The mediator will keep all discussion confidential. They can meet with the group if requested and will keep an agreed written record of any meetings that are held and any advice given.

#### Stage 5

- When the mediator has conducted their investigations, a final meeting with the pre-school leader will happen. 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 can be present at future meetings.
- 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 everyone receives a copy.

#### **The role of the Office for standards in education, Early Years Directorate (OFSTED) and the Buckinghamshire Safeguarding Children's Board, via the designated officer.**

Parents may approach OFSTED directly at any stage of the complaints procedure. In addition where there seems to be a breach of our registration requirements, it is essential to involve OFSTED as the registering and inspection body with a duty to ensure the national standards for day care are adhered to.

Address for OFSTED.

OUR REFERENCE NO EY419779

**OFSTED early years  
Piccadilly Gate  
Store Street  
Manchester  
M1 2WD  
enquiries@ofsted.gov.uk  
0300 123 4666**

These details are displayed on the parent's notice board, and are available on the pre-school website.

If a child appears to be at risk, our pre-school follows the procedures of the Buckinghamshire Safeguarding Children's Board.



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In these cases both the parent and the pre-school are informed and the pre-school manager works with OFSTED, or the Buckinghamshire Safeguarding Children's Board, to ensure a proper investigation of the complaint followed by appropriate action.

**Records –**

A record of complaints against our pre-school and or the children / adults working in our pre-school is kept, including the date and the circumstances of the complaint and how the complaint was managed. Complaints will be written up and necessary action taken within 20 days of receiving a complaint.

We believe that most complaints are made constructively and can be sorted out at the early stage. We also believe that it is in the best interests of the pre-school and parents that complaints should be taken seriously and dealt with fairly and in a way, which respects confidentiality.

**Allegations -**

If an allegation was made against a member of staff we would make OFSTED and Buckinghamshire Safeguarding Children's Board (BSCB) aware, after securing the potential safety of all the other children – this would include calling the manager/deputy into the setting to arrange for all the children to be collected.

We follow the guidance of the Buckinghamshire Safeguarding Children's Board (BSCB) via the Designated Officer when investigating any complaint.

We follow all the disclosure and recording procedures when investigating an allegation that a member of staff / volunteer has abused a child if it were an allegation of abuse by any other person.

We ensure that all parents know how to complain about staff / volunteer action within The Secret Garden Pre-school, which may include an allegation of abuse.

The Secret Garden pre-school ensures that the complaints policy is on the parents' notice board, and available on the pre-school website.

The pre-school adopted this policy on ...10<sup>th</sup> June 2011.....

By Hayley White

Signed on behalf of the staff..... *HWhite*.....