



LEECHPOOL CATERPILLAR NURSERY & AFTER-SCHOOL CLUB

COMPLAINTS POLICY AND PROCEDURES

We recognise that occasionally there may be concerns by parents about the provision, about behaviour or some aspect of the group and we hope that through the good relationship that we have with parents, any concerns will be expressed, discussed and a solution agreed. However, the following procedure will apply:

MAKING CONCERN KNOWN

A parent who has any concerns about any aspect of the group's provision should first talk with the Manager – ***Kate Summerhayes***

If this does not have a satisfactory outcome within two weeks, or the problem recurs, the parent should put the concerns or complaint in writing and request a meeting with the Manager, together with the Chairperson of the management committee at a mutually convenient time. Both parent and Manager should have a friend or partner present if wished and an agreed written record of the discussion should be made and signed by all present. Written complaints will be investigated, and the complainant notified of the outcome of the investigation within 28 days of having received the complaint.

MOST COMPLAINTS SHOULD BE RESOLVED INFORMALLY AT THIS STAGE

If the matter or concern is not sorted out to the parent's satisfaction, the parent should again contact the Manager.

If the parent and group cannot reach an agreement, it might be helpful to invite an external person as mediator, someone who is acceptable to both parent and group, to listen to both sides and offer advice. Such a mediator has no legal powers, must be impartial but may be able to clarify the situation. [A mediator could be someone from the West Sussex Early years and childcare team, or from the Early Years Alliance.]

The mediator will help to define the problem, review the action to date and suggest further ways in which it might be resolved.

The mediator will keep all discussion confidential. S/he will meet with the group if requested and keep an agreed written record of any meetings that are held, and any advice given.

THE REGULATOR FOR OUR SETTING IS **OFSTED**, THERE ADDRESS IS AS FOLLOWS:

OFSTED
Piccadilly Gate
Store Street
Manchester
M1 2WD

0300 123 1231

THE ROLE OF THE REGISTERING AUTHORITY i.e. REGISTRATION AND INSPECTION UNIT

It may be necessary to involve the Registration and Inspection Unit, with whom the group works closely. The unit would be involved if a child appeared to be at risk or where registration requirements were not being met. In such an instance a full investigation would be followed by appropriate action.

Review date – Jan 2022