

Complaints Policy

Aim

Stepping Stones Pre-School aims to provide a high quality and courteous service to all we come in contact with.

Whilst we endeavour to make our provision accessible and acceptable to all, there may be instances when we do not meet these standards.

We welcome any suggestions about how we may improve the setting and take any complaints and concerns seriously.

Procedure

If any parent/carer should have cause for complaint they should in the first instance raise their concerns with the Pre-School Leader, or in her absence, the Deputy Leader. They may also speak to the Chair of Committee. This may be verbally or in writing. Letters can be left for the Chair in their tray in the office or the office can pass your contact details on to them.

The complaint will be recorded and the matter fully investigated within 28 days of receiving the complaint. Details of the investigation, any action taken as a result of that investigation and whether the outcome was satisfactory will be fully recorded and confirmed in writing to the complainant.

If the complaint needs further investigation a mediator may be called to give advice. The mediator will be someone who can listen equally to both sides with an unbiased view and help resolve the area of concern. Confidentiality will be maintained by all parties involved.

Any complaints about the Early Education funding entitlement that cannot be resolved by the pre-school after this stage may be referred to the Local Authority. Any other complaints that are still unresolved after this stage or safeguarding concerns may be referred to OFSTED who are responsible for ensuring the setting is complying with the statutory requirements of the Early Years Foundation Stage and providing a good quality of education. They can be contacted in the following ways:

In writing: Ofsted Complaints and Investigations and Enforcement Team
The National Business Unit
Ofsted
Piccadilly Gate
Store Street
Manchester
M1 2WD

By telephone: 0300 123 466