

EXPLORERS POLICY AND PROCEDURES

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Explorers aim to provide the highest quality of education and care for all attending children. The pre-school aims to welcome each individual child and family and to provide a warm and caring environment within which all children can learn and develop through play.

Explorers believe that all children and parents are entitled to expect courtesy and prompt careful attention to their needs and wishes. The intention is to work in partnership with parents and the community generally. Suggestions as to how to improve the group are welcome at any time.

1. Making Concerns Known

A parent/carer who is uneasy about any aspect of Explorer's provision should first talk to the supervisor regarding any worries or concerns.

If this does not have a satisfactory outcome within two weeks, or if the problem recurs, the parent should put their concerns or complaint in writing and request a meeting (usually with the supervisor and chairperson of the committee). Both parent and supervisor should have a representative with them (friend or partner, for example). An agreed written record of the meeting should be made.

Most complaints should be resolved informally at this stage in proceedings.

Under no circumstances should specific Explorers complaints/concerns etc. be discussed in uncontrolled environments e.g. Social networking sites or the school playground. Such discussions could lead to misunderstanding and misinformation.

2. Mediation

If the matter is still not resolved to the parent's satisfaction, the parent should contact the chairperson of the committee once again.

If no agreement can be reached, it may be helpful to invite an external mediator. The mediator must be acceptable to both parties, listen to both points of view and offer advice accordingly.

A mediator has no legal powers but can help to clarify the situation. The mediator should be able to define the problem, review the action taken so far and suggest further ways in which the problem may be resolved.

Staff or volunteers within the Pre-school Learning Alliance are suitable mediators.

The mediator will keep all discussions confidential and meet on several more occasions if requested to try and resolve the issue. The mediator will keep agreed written records of all meetings held, including any advice given.

3. Involvement of the Registering Authority

In some circumstances, it will be necessary to involve the Local Authority Registration and Inspection Unit. This organisation has a duty to ensure that all complaint procedure

requirements are adhered to and could also involve a Pre-school Learning Alliance fieldworker, Children's Social Care and Ofsted.

The above departments would ensure that the complaint was properly investigated and appropriate action followed.

Explorers believe that most complaints are made constructively and can be sorted out at an early stage.

It is in the best interests of both Explorers and parents that complaints should be taken seriously and dealt with in a fair and confidential manner.

Parents will receive notification of the outcome of all complaints with 28 days.

4. Further information or Advice

Please contact

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This policy was adopted at an Explorers committee meeting held on

Date: 15/07/2022

Approved by:

Kelly Groves – Chair Person

Anna Swinburn - Supervisor