Complaints Policy

Although the Management Committee and staff of the Pre-School work hard to satisfy each child's needs and their parents'/carers' expectations, it is recognised that at times parents/carers may feel some concern about an aspect of the provision. All complaints will be taken seriously and dealt with promptly and fairly, in a way that respects confidentiality, and at all times putting the interests of the child first.

Should a parent/carer have a complaint, they should approach the Manager in the first instance unless it concerns the Manager. In this instance, the complaint should be made to the Chair of Management Committee. Any concerns or complaints from parents are written in the Complaints Book, and the outcome is recorded.

If, however, this does not bring about a satisfactory outcome, or if the problem recurs, the parent/carer should put the complaint in writing, addressed to the Chair of the Management Committee, requesting a meeting with the Chair and the Manager. An agreed accurate written record of the meeting will be kept by the Chair of the Management Committee, and all parties will receive a copy of this.

Complaints about the provision for children with a statement of special educational needs can be made to the Special Educational Needs and Disability Tribunal (SENDIST) or local government ombudsman depending upon the nature of the complaint.

It is the intention of the Pre-School to work in partnership with parents and carers, and we will always welcome suggestions for any improvements that can be made to the Pre-School.

By this stage, most complaints should have been resolved satisfactorily and recorded as so. All concerns or complaints must be investigated and complainants informed of the outcome within 28 days. However, if the parent/carer and the Pre-School still cannot reach an agreement, Ofsted may be able to help, if the concern is about the requirements set by the Children Act and the Early Years Foundation Stage.

Everyone involved in the discussion and outcome of the complaint will be expected to treat information as confidential and will not discuss the situation with anyone else. Abacus Pre-School's Complaint's Book will be made available to Ofsted on request.

Records of complaints will be kept for three years. The contact address and telephone number of Ofsted:

 The Complaints Manager

 Ofsted National Business Unit

 Piccadilly Gate

 Store Street

 Manchester M1 2WD

Telephone: 0300 123 1231

OFSTED Registration Number: 131802

Date reviewed: May 2019

Next Review Date: May 2020