



Complaints Policy and Procedure

We aim to provide the highest quality care and education for all our children, and to offer a welcome to each individual child and family. We aim to provide a warm and 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. Our intention is to work in partnership with parents and the community generally and we welcome suggestions on how to improve our service at any time.

Making concerns known

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

If this does not have a satisfactory outcome within a couple of weeks, or if the problem recurs, the parent should put the concerns or complaint in writing and request a meeting with the pre-school manager and a member of the Trustees of Fleckney Baptist Pre-school. Both parent and manager may have a friend or partner present if required and an agreed written record of the discussion will be made.

If there is no satisfactory outcome from following this procedure it may be necessary to involve the registering authority, in this case the **Office for Standards in Education (Ofsted), National Business Unit, Piccadilly Gate, Store Street, Manchester, M1 2WD. telephone 0300 123 1231** who have a duty to ensure laid down requirements are adhered to, particularly if a child appeared to be at risk, or where there seemed to be a possible breach of registration requirements.

We believe that most complaints when made constructively can be sorted out at an 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.

This Policy was adopted at a meeting of the pre-school held on: 23rd August 2024

Signed on behalf of the pre-school: Rebecca Horseman (Manager)

Date to be reviewed: 23rd August 2025