



Lapal Grange

pre-school

Complaints procedure Policy

Lapal Grange Preschool endeavors to provide the highest quality of service to parents and children. We believe that parents are entitled to expect courtesy and careful attention to their individual needs and wishes. We hope that at all parents will be happy with the service provided and encourage them to voice their appreciated to staff involved.

We operate an open door policy enabling parents to comment and voice their opinions on how our services can be improved. We will ensure any complaints will be dealt with professionally and promptly to ensure that any issues arising from these complaints are handled effectively and to ensure the welfare of all children. Complaints might be informal (discussed and resolved verbally) or formal (put in writing). The procedure for responding to complaints is outlined below:

Stage 1:

In the event parents are unhappy with our service we request that they approach their child's key worker to voice their concerns.

Stage 2:

If the issue remains unresolved and there is not a satisfactory outcome, then the manager should be contacted. The manager will then investigate the complaint and report back to the parent within three days. This will be fully documented in the complaints file and will detail the nature of the complaint and any actions arising from it.

Stage 3:

If the matter is still not resolved a formal meeting should be held between the keyworker (if necessary), parent and a member of the management team (this includes the owner and the deputy manager) to ensure that it is dealt with sufficiently. A record of the meeting should be made along with documented minutes and actions. All parties present at the meeting will sign the record and receive a copy, which will signify the conclusion of the procedure.

Stage 4:

If the matter cannot be resolved to their satisfaction, then parents have the right to raise the matter with OFSTED.

OFSTED
Piccadilly Gate,
Store Street,
Manchester,
M1 2WD

Telephone: 0300 555 0050

If the matter cannot be resolved satisfactorily through discussion with the manager or you do not wish to discuss with the person in charge then a formal complaint may be made.

All complaints are recorded on Ofsted complaint forms and are filed away. The complaint forms are made



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available to Ofsted Inspectors during nursery inspections.

Complaints can be forwarded directly to Ofsted by telephone or in writing.

Lapal Grange Preschool is informed within 28 days once a complaint has been received and an investigation will be undertaken. All findings and details will be shared with the person who issued the complaint.

All complaints will be recorded and investigated within 28 days. All findings and details will be discussed with the person who raised the complaint.

| | |
|--------------------------|-------|
| Implemented Policy date: | |
| Date for review: | Sign: |
| Date for review: | Sign: |
| Date for review: | Sign: |



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Complaint log

| | |
|---|--|
| Date of Complaint: | |
| Source of complaint <i>(tick as appropriate)</i> | |
| Parent in writing (including email) Parent (in person) Parent (phone call) Anonymous | Ofsted (including complaint number) Other (Please state) |
| Nature of complaint <i>(tick as appropriate)</i> | |
| Learning and development Safeguarding requirements Health requirements Managing behaviour Safety and suitability | Equal opportunities Information and records Financial/ contact dispute Other (please state) |
| Details of the complaint: | |
| <i>If the allegation is about abuse or serious harm to a child, inform the children's services and Ofsted.</i> | |
| How was the complaint dealt with? | Details - |
| Internal investigation Investigation by Ofsted Investigation by other agency (state details) | |
| Actions | Details - |
| Internal actions Actions agreed by Ofsted Changes to conditions of registration Other action by Ofsted No Action Actions imposed or agreed with other agencies | |



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Date the person who made the complaint notified of outcome: -

Comments -

Date complain procedure completed:
(Attach all relevant documentation)

Name:

Signature:

This document must be made available for Ofsted on request.