



## **Drayton Daisy Chain Pre-school Complaints Policy/Procedure**

Drayton Daisy Chain Pre-school provides a stimulating, secure, nurturing and holistic environment to enable all children to achieve their full potential. The children will learn and develop whilst we embrace, enhance and support their individual learning styles and needs.

We believe children and parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes. We work in partnership with parents/carers and the wider community. We welcome any suggestions on how to improve your/our community pre-school setting.

We feel that many concerns can be resolved quickly by an informal approach to either Manager Mrs Sara Thorpe / Mrs Vikki Murray or our Committee Chairperson Mrs Kirsty Adams.

If any parent/carer/member of staffs/committee member/volunteer wishes to make a complaint then the complaints procedure will be put into place (See Complaints Procedure)

Any complaint can be made directly to 'Ofsted' by, in the first instance:

- Telephoning 0300 123 4666 or at [enquiries@Ofsted.gov.uk](mailto:enquiries@Ofsted.gov.uk). Quoting our Unique Reference Number URN No. 143461. You can find out more about Ofsted's role at 'Information for parents Ofsted's role in regulating childcare'.
- For complaints relating to Educational and Health Care plans EHC, parents should seek advice with Portsmouth Local Authority who issued the plan.
- For complaints relating to Special Educational Needs SEND further information can be found Chapter 11, 'Resolving Disagreements, in the 0-25 SEND Code of Practice. This gives support for early resolution of disagreements at a local level, explains the independent disagreement resolution arrangements which local authorities must make available for disagreements across special educational provision, and health and care provision in relation to EHC plans. Also explaining the independent mediation arrangements and describes the conditions for appealing to the Tribunal or making disability discrimination claims.
- General information relating to staff securities/CRB information etc, contact [enquiries@Ofsted.gov.uk](mailto:enquiries@Ofsted.gov.uk)



## **Complaints Procedure**

If a parent/carer has an issue either involving their individual child or a concern with the Pre-School as a whole, they should, in the first instance raise the issue verbally or by writing to the Pre-school Managers (Mrs Sara Thorpe and/or Mrs Vikki Murray) who will bring the issue to the attention of the Chair of the committee (Mrs Kirsty Adams). We aim to respond to all complaints immediately and at least within 28 days.

If the parent feels unable to raise the matter in this way, they can approach the Chairperson or the registering body 'Ofsted' directly - see complaints policy.

Issue raised will be dealt with within the following appropriate framework:

- A matter relating to an individual child should be discussed between the parent/carer and the Pre-School Manager. The individual's key person will also be involved if the circumstances are appropriate.
- Should the matter not be resolved, the issue will be brought to the attention of the committee who will then meet with both parties involved.
- If the matter is still not resolved to the parent/carers satisfaction, the parent/carer should again contact the Chairperson. At this point if parent/carer and the group cannot reach an agreement, it would help to have an external mediator, one who would be acceptable to both parties, to listen to both sides and offer advice. A mediator has no legal powers but can help to define the problem, review the action so far and suggest further ways in which the matter may be resolved.
- Staff or volunteers within the Pre-School Learning Alliance will be able to act as a mediator if both parties agree. The mediator will keep all discussions confidential. They will meet the group if requested and will keep an agreed written record of any meetings that are held and of any advice that may be given.

### **The role of the registering body/authority:**

In some circumstances, it will be necessary to bring in the registering body, 'Ofsted' which has a duty to ensure laid down requirements are adhered to and with whom the Pre-School Learning Alliance works in partnership to encourage high standards. The registering authority will be involved if a child appears to be 'at risk' or where a breach of registration requirements has been broken. In these cases both parent/carer and Pre-School and Pre-School Learning Alliance would work together with 'Ofsted' to ensure a thorough investigation was followed by appropriate actions. You can contact 'Ofsted' direct - see further information 0300 123 4666



We believe that

- Complaints are made constructively and can be resolved at an early stage.
- It is in the best interests of the Pre-School and parent/carers that complaints should be taken seriously and dealt with fairly in a way that respects confidentiality.

**Date policy approved by the Management Team June 2024**