

Parkland Pre-school Complaints Procedure

Complaints Procedure

At Parkland Pre-School we welcome comments and feedback from parents and carers although if complaints or problems should arise at any point whilst at Parkland Pre-School they are to be discussed and reported to the Manager, Miss S Duckett, in the first instance. After discussion with the manager if you feel that your complaint or prob

This information is then passed on to the head teacher Mrs S Bishop. Parkland school governors are also informed of any problems or complaints. Records will be kept for at least three years.

Parkland governors would ultimately pursue any complaint with appropriate authorities – this would include Ofsted.

The following details explain how Parkland Pre-school will deal with a complaint and attached is a complaints form.

Sarah Duckett will make notes of the complaint, keeping a record of any verbal dialogue or keeping a copy of any correspondence. Parents will be made aware of the outcome of the investigation within 28 days.

We will explain and keep records of what the complaint was, how the complaint was investigated, interviews with staff, reviews of records and who was involved in the investigation. Any referrals made to outside agencies e.g. Social Services will be recorded. Action taken by Parkland Pre-School management, action taken by OFSTED or outside agencies if Any action taken

Records of complaints will be kept for 3 years

A log of complaints will be logged for OFSTED'S reference.

Parent/carer and child's name:-

Date of complaint:-

Nature of complaint:-

Action taken/to be taken and when:-

Closure:-

This policy was adopted at a Trustees meeting for Parkland Pre-school	Held on: 8.7.15
Signed on behalf of the Management Committee/Proprietor	
Role of signatory (e.g Chairperson etc.)	Chair of trustees
Review Date: July 2016	