***Complaints***

*Westgate Pre-school aim to provide the highest quality education and care for our children. We welcome each individual child and family and 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 group at any time.*

***Making concerns known***

* *A parent who is uneasy about any aspect of the group's provision should first talk over any worries and anxieties with the Pre-school leader.*
* *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 leader and the Chair of Directors. Both parents and the leader should have a friend or partner present if required and an agreed written record of the discussion should be made using the complaint investigation record.*

***Most complaints should be resolved informally at this stage***

* *If the matter is still not sorted out to the parent's satisfaction, the parent should again contact the chair.*
* *If parent and group cannot reach agreement, it might be helpful to invite and external mediator, one who is acceptable to both parties, to listen to both sides and offer advice. A mediator has no legal powers but can help to clarify the situation. Staff or volunteers within the Pre-school Learning Alliance will be available to act as mediator if both parties wish.*
* *The mediator will help define the problem, review the action so far and suggest further ways in which it might be resolved.*
* *The mediator will keep all discussions confidential. He/she will meet the group if requested and will keep an agreed written record of any meetings that are held and any advice he/she has given.*

***The role of the registering authority***

*Ofsted would be involved if the child appeared to be at risk or where there seemed to be possible breach of registration requirements. In these cases both parent and pre-school would be informed and would work with Ofsted to ensure a proper investigation of the complaint followed by appropriate action.*

*We believe that most complaints are made constructively and 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.*

*If you need to talk to Ofsted to make a complaint or for information****,*** *the**helpline**number is 0300 1231231*

*This policy was reviewed by Westgate Pre-school Ltd, October 2018*

*Signed on behalf of Westgate Pre-school Ltd …………………………………………..………*

*……………………………………………………*

*Review Date October 2019*