



Thorner's Church of England VA Primary School

Fledglings Pre-School

Complaints Procedures

Statement of Intent

Fledglings believes that children and parents are entitled to expect courtesy and prompt, careful attention of their needs and wishes. We welcome suggestions on how to improve the pre-school and will give prompt and serious attention to any concerns about the running of the setting. We anticipate that most concerns will be resolved quickly by an informal approach to the appropriate member of staff. If this does not achieve the desired result, we have a set of procedures for dealing with concerns.

Aim

We aim to bring all concerns about the running of the pre-school to a satisfactory conclusion for all of the parties involved.

The following Complaints Procedure is for the use of any interested parties involved in Fledglings pre-school. The complaint procedure is set out in stages to ensure a clear process for settling any concerns.

Stage One

- Any parent/carer who has concerns about any aspect of the pre-school should share their concerns with the Manager.

Stage Two

- If this does not have a satisfactory outcome, or if the problem recurs, the parent moves to stage two of the procedure by putting the concerns or complaint in writing to the Manager and/or the Headteacher; this will be answered within twenty eight days.
- It should be possible to resolve most complaints informally.
- Complaints will be formally recorded in the complaints folder.

Stage Three

- The parent/carer can request a meeting with the Manager and/or the Headteacher. A written record of the discussion will be made and, after being agreed by all parties, will be recorded as being correct.
- The record signifies that the procedure has concluded if all parties concerned are satisfied that this is the case.

Stage Four

- If at the stage three meeting the parent and Manager and/or Headteacher cannot reach agreement, the parent can request further investigation in writing by asking the Chair of Governors to help resolve the issue.

Stage Five

- A final meeting between the parent, the Manager/Headteacher and the Chair of Governors is held. The purpose of this meeting is to reach a decision on the action to be taken to deal with the complaint. If this does not resolve the problem advice will be

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sought from Dorset County Council for a way forward. A meeting to discuss the issue will be arranged and all parties sign a copy of the record of this meeting.

If a child appears to be at risk, our pre-school follows the procedures set out in our Safeguarding Policy.

Records

A record of complaints against Fledglings Pre-School or the children and/or the adults working in the pre-school is kept, including the date, the circumstances of the complaint and how the complaint was managed.

Parents can look at the complaints log and summaries in the complaints file, but may not look at confidential material including actual complaints in writing from parents as this would be in contravention of our Confidentiality Policy.

In accordance with the Equality Duty we seek to ensure that all pupils achieve their best, according to their capabilities and regardless of their special needs, disability, gender, race, culture, social, economic, ethnic, religious background and denominational diversity.

Thorner's CE VA Primary School recognises that the welfare of the child is paramount and takes seriously its responsibility to safeguard and promote the welfare of the children and young people in its care.

Date adopted by Governing Body: September 2017

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