

Concerns and Complaints Policy

We endeavour to solve any problem that arises in an amicable manor with the persons concerned. If any person entering our setting has any concerns or complaints regarding any aspect of the Pre-school, please speak to the Managers. If you are not happy with the action taken at this level you may put your concerns in writing. The concerns will be discussed at a meeting of the Managers and after collation of information from the persons concerned and possibly advisors from (Early Years). All concerns are documented unless of a routine nature and dealt with there and then. In the case of a complaint you may also wish to contact Ofsted on 0300 123 1231.

At Carisbrooke Clever Cloggs Day Care, we aim to provide the highest quality education and care for all our children. From time to time, parents/carers/family members or professionals, may have concerns or feel the need to complain about the way their child is being treated or about any other aspect of the running of the pre-school. We believe that most complaints are made in a constructive manner and can be sorted out at an early stage. In the event of a more serious complaint being made, the following procedure will be adopted:

1. The first step in any complaint will be to consult with the pre-school managers as soon as is possible after the complaint has arisen making them aware it is a complaint.
2. If the complaint is not resolved by the managers within two weeks, the next step is to submit the complaint in writing to the pre-school. A meeting will be arranged between the managers, a representative of the Directors advisors, the complainant, and if desired a friend or partner of the complainant. A written record of this meeting will be made and a time line of events started.
3. If the matter is still not resolved, a further meeting will be arranged and an external mediator will be invited to attend. The mediator will usually be either a representative from Early Years, or any qualified person agreeable to all parties. The purpose of this meeting will be to define the problem, review any actions already taken and to agree any further actions necessary to resolve the complaint. Actions will be recorded and copies provided to all parties.
4. All actions will be carried out within an agreed period of time, after which the Managers will contact the complainant to confirm whether the complaint has been resolved to their satisfaction.
5. All complaints to be logged in the settings complaints book which is available to view on request.
6. Parents should be aware that any complaint involving a member of staff may lead to that member of staff being suspended whilst an investigation is carried out. An investigation may be made internally by the management but may also be carried out by Early Years or Ofsted.
7. If Ofsted are contacted before following our complaints process, they will request you approach the pre-school to resolve the problem before contacting them again.

In exceptional circumstances, for example if a child appeared to be at risk or where there was a possible breach of legal requirements, the registering body for the pre-school (Early Years and Ofsted) will be notified as early as possible.

All written correspondence, records of meetings and discussions will remain strictly confidential and will be filed with the pre-school management records.