

Maple Grove Community Group

Parental Complaints procedures

As a member of the Pre-school Learning Alliance, we aim to provide the highest quality education and care for all our children. We aim to offer a welcome to each individual child and family and to 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. We welcome suggestions on how to improve our group at any time. Many concerns can be resolved quickly by an informal approach to the appropriate member of staff. If this does not achieve the desired result, the following procedures should be used.

How to complain

A parent who is uneasy about any aspect of the group's provision should first of all talk over any worries and anxieties with their Room Leader or Group Manager.

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 to Management Committee Chair. Who may direct the Complaints Sub-Committee Chair to undertake an investigation.
- ◆ The Chair of the Complaints Sub-Committee will invite the Group Manager and the Parent(s), who may be accompanied by a friend or partner, to discuss the Complaint. A full and agreed written record of the discussion will be made.

Most complaints should be resolved informally or at this initial stage.

If the matter is still not sorted out to the parent's satisfaction,

- ◆ The parent should contact the Group Manager and Management Committee Chair to highlight their continuing concerns
- ◆ At this point, if parent and group cannot reach an agreement, it might be helpful to invite an external mediator, who is acceptable to both parties, to listen to both sides and offer advice. A mediator has no legal powers but can help to help define the problem, review the action so far and suggest further ways in which it might be resolved.

Staff or volunteers within the Pre-school Learning Alliance will be available to act as mediator if both parties wish it. The mediator will keep all discussion confidential. S/he will meet with the group if requested and will keep an agreed written record of any meetings that are held and of any advice s/he has given.

The involvement of a mediator represents the final stage in the complaints procedure.

Record and Summary of all complaints received.

All complaints received will be investigated, recorded and actioned. A summary of complaints received and how they were resolved is available to parents and the public in a folder in our foyer.

The role of the registering authority – OFSTED helpline tel: 0300 123 1231

In some circumstances, it will be necessary to bring in the registering body, which has a duty to ensure laid down requirements are adhered to. The registering authority would be involved if a child appeared to be at risk or where there seemed to be a possible breach of registration requirements. In these cases, both parent and Group would be informed, and the Pre-school Learning Alliance fieldworker would work with the registering body to ensure a proper investigation of the complaint followed by appropriate action.

We believe that if complaints are made constructively they can be resolved 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.

This policy was adopted at the meeting of the group held on: _____

Signed on behalf of the group: _____