

# Comments and Complaints

## Statement

It is our intention to ensure that all children, parents and staff are happy with all aspects of preschool.

## Aim

We aim to ensure children, parents and staff are happy with the methods preschool adopts and the way it runs.

## Method

- We aim to give parents plenty of opportunities to be involved and have their say in the running of preschool. This will be achieved by regular committee meetings and annual questionnaires. Parents are actively encouraged to voice their opinion. All comments will be answered by the chairman and the preschool leader.
- 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.
- If parents/carers have any confidential comments about any issues concerning the organisation of the pre-school then these should be addressed (verbally or by using the complaints/comments form) to the preschool leader and/or the chairman.
- If parents/carers have any confidential comments about any issues concerning a child within the pre-school then these should be addressed (verbally or by using the complaints/comments form) to the preschool leader.

- However, if the comment is concerning a member of staff then this comment should be addressed (verbally or by using the complaints/comments form) to the Chairman.
- If a member of staff has a comment or complaint then these should be put in writing, by using the comments/complaints form, to the chairman.
- All comment/complaints (unless about a member of staff) will be filed with the preschool leader.
- All complaints/comments will be dealt with professionally to the best of our ability.
- OfSTED will be informed of all formal complaints made.
- If you are concerned about anything you see or hear at the setting, you should contact the Preschool leader and/or Chairman

If you cannot resolve the matter in this way, or if you have safeguarding concerns, please contact Ofsted on **0300 123 4666**, [www.ofsted.gov.uk](http://www.ofsted.gov.uk)