

10.4 COMPLAINTS PROCEDURE

The intension of the Teddy Bears Pre-School is to work in partnership with parents/carers. A parent/carer with a complaint should take the following steps:

- Speak to the Manager/Deputy Manager.
- If there is no satisfactory outcome within two weeks, the parent/carer should put their concern and/or complaint in writing and request a meeting with the Chairperson, whose telephone number can be obtained from the notice board.
- If an acceptable outcome has still not been reached, an external mediator who is acceptable to both parties can be invited to listen and mediate. This may be an Early Years Development Worker or a Pre-School Learning Alliance Development Worker.
- All complaints should be heard and replied to within 28 days.

A copy of all complaints and their outcomes is stored in the filing cabinet and kept for three years.

Parents can make a complaint direct to
OFSTED
Piccadilly Gate
Store Street
Manchester
M1 2WD

Helpline Number: 0300 123 1231

This policy was adopted by: Teddy Bears Pre-School

On: 19th February 2015

Review date: November 2016

Signed on behalf of provider: Signed 10th December 2015

Name of signatory: Karen Ashcroft

Role of signatory: Chair