



Westbury Baptist Pre-school

Complaints Procedure

We welcome comments from parents at any time.

If you have any concerns about your child's time at our Pre-school, please contact the Pre-school Manager.

However, if any such matters are not resolved to your satisfaction or you do not feel that it is appropriate to contact the Pre-school Manager, you should write to the Chairperson of the Pre-school Committee at the following address:

Helen Thorp - Chair of Pre-school Committee
Westbury Baptist Church
Reedley Road
Westbury on Trym
BRISTOL
BS9 3TD

Or

Ofsted
Applications, Regulatory and Contact (ARC) Team
Picadilly Gate
Store Street
MANCHESTER
M1 2WD

Tel: 0300 123 1231
Fax: 0300 123 3159
Textphone: 0161 618 8524
Email: enquiries@ofsted.gov.uk
www.ofsted.gov.uk

All complaints notified in writing will be recorded confidentially and investigated. Complaints sent directly to Ofsted will usually be referred back to the Pre-school to investigate.

The parent who made the complaint will be notified of the outcome of the investigation within 28 days.

Ofsted will be informed of the complaint and the outcome.

Westbury Baptist Pre-school

Parent's Complaints Procedure

We aim to provide a high quality, efficient and accessible service to parents/carers and children. At regular intervals the Pre-school committee and staff meet to discuss and review the daily running of the pre-school, as well as possible improvements to the services offered by the pre-school. However, from time to time a complaint may arise about some aspect of the pre-school, or an individual member of staff. Usually it should be possible to resolve any problems informally, as soon as they occur.

Stage One

Misunderstandings often arise through a simple breakdown in communication, and if we do not know of concerns we can do nothing to resolve them. A straightforward informal discussion between those involved may be all that is needed to set things right. We hope that any issues of concern can be resolved at this stage.

If it is not possible to resolve the issue informally, there is a formal complaints procedure that must be followed. This is laid out below.

Stage Two

You should ask the Preschool Manager or the Deputy Preschool Manager for the opportunity to discuss your complaint. Alternatively you may prefer to ask for the contact details for the committee chair to discuss your complaint. You do not have to discuss the complaint with the Preschool Manager or Deputy if you do not wish to.

Voice your complaint as arranged above. The Preschool Manager may deal with the complaint directly or call a meeting with other members of staff and yourself, to discuss the complaint in detail. If a meeting is called the Preschool Manager or committee chair will investigate the complaint within 10 working days. If the complaint involves another parent/child/staff member they may be asked to attend as well, to answer appropriate questions. Any witness to the complaint/incident may also be called to attend the meeting. A written record of the meeting will be made.

Stage Three

If informal discussions of a complaint or problem with the Team have not produced a satisfactory resolution to the situation, you should put your complaint in detail and in writing to the committee chair. Relevant names, dates, evidence and any other important information on the nature of the complaint should be included.

We will acknowledge receipt of the complaint as soon as possible – within three working days at least – and fully investigate the matter within 10 working days. Advice may be sought from outside organisations eg BAND, Ofsted, ACAS. If there is any delay, we will advise you of this and offer an explanation. Agreements will be

made with all parties concerned as to suitable time scales for action to be achieved. The committee chair will be responsible for sending you a full and formal response to the complaint. The decision of the committee chair is final.

The formal response to the complaint will be sent to you and copied to all relevant members of staff if appropriate. The response will include recommendations for dealing with the complaint and for any amendments to our policies or procedures emerging from the investigation.

The committee chair will arrange a time to meet with you and any other relevant individuals, such as members of staff, to discuss the complaint and our response to it. The committee chair will judge if it is best for all parties to meet together or if individual meetings are more appropriate.

If you are still unhappy

If you are unhappy with the result, and your complaint relates to one or more of the Early Years Foundation State Safeguarding and Welfare Requirements, you may raise your complaint with Ofsted:

Ofsted
Applications, Regulatory and Contact (ARC) Team
Piccadilly Gate
Store Street
Manchester
M1 2WD

Tel: 0300 1231231
Website: www.ofsted.gov.uk

Further Information

- A copy of the “Parents – Ofsted contact number” poster must be displayed on the notice-board of the registered provision.
- As a registered provider all written complaints relating to the Safeguarding and Welfare requirements must be investigated and the complainant notified of the outcome of the investigation within 28 days of having received the complaint.
- Registered providers must provide Ofsted, on request, with a written record of all complaints made during any specified period, and the action which was taken as a result of each complaint.
- The record of complaints will be kept for at least 3 years from the date of completion, or longer if there is an outstanding query.