

# Holmes Chapel Community Pre-school

Holmes Chapel Primary School, Middlewich Road, Holmes Chapel,  
Cheshire CW4 7EB



Registered Charity Number 1017112

Member of the Early Years Alliance

## Complaints Policy

Holmes Chapel Community Pre-school believes that children and parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes. We welcome suggestions on how to improve our pre-school and will give prompt and serious attention to any concerns about the running of the pre-school. 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, the procedures set out in this document are followed.

Holmes Chapel Community Pre-school aims to bring all concerns about the running of our pre-school to a satisfactory conclusion for all the parties involved.

### Making a complaint

#### Stage 1

- Any parent/carer who has a concern about an aspect of the pre-school should talk over their concerns with the Manager.
- Most complaints are resolved amicably and informally at this stage.

#### Stage 2

- If a satisfactory outcome is not reached, or if the problem recurs, the parent/carer can move to Stage 2 of the procedure by putting the concerns or complaint in writing to the Manager and the Chairperson.
- We store written complaints from parents in our Complaints File.
- When the investigation into the complaint is completed, the Manager will meet with the parent/carer to discuss the outcome.
- When the complaint is resolved at this stage, the summative points are logged in the Complaints Summary Record.

#### Stage 3

- If the parent/carer is not satisfied with the outcome of the investigation, he/she can request a meeting with the Manager and the Chairperson. The parent has the right to have a friend or partner present if they choose and the Manager should have the Chairperson, or a Deputy present.
- An agreed written record of the discussion is made as well as any decision or action to take as a result. All of the parties present at the meeting sign the record and receive a copy of it.

#### Stage 4

- If, at the Stage 3 meeting, the parent/carer and pre-school cannot reach an agreement, an external mediator is invited to help to settle the complaint. A mediator will be appointed by the Early Years Alliance. A mediator has no legal powers but can help to define the problem, review the action so far and suggest further ways in which it might be resolved.

- The mediator will keep all discussion confidential. She/he will hold separate meetings with the Manager and Chairperson and the parent, if this is decided to be helpful. The mediator will keep an agreed written record of any meetings that are held and of any advice she/he gives.

#### *Stage 5*

- Following mediation, a final meeting between the parent/carer, the Manager and the Chairperson will be held. The purpose of this meeting is to reach a decision on the action to be taken to deal with the complaint. The mediator's advice will be used to reach this conclusion. The mediator will be present at the meeting if all parties think this will help a decision to be reached.
- A record of this meeting, including the decision on the action to be taken, will be made. Everyone present at the meeting will sign the record and receive a copy of it. This signed record signifies that the procedure has concluded.

#### **The role of the Ofsted and Cheshire East Safeguarding Children's Partnership**

- Parents may approach Ofsted directly at any stage of this complaints procedure.
- The telephone number of the Ofsted helpdesk is 0300 123 1231 or email [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk). These details are displayed on our settings noticeboard.
- If a child appears to be at risk, we will follow the procedures set out in our Safeguarding and Child Protection Policy and the procedures of the Cheshire East Safeguarding Children's Partnership.

#### **Records**

- A record of complaints against our pre-school and/or the children and/or the adults working in our pre-school is kept in our Complaints File, including the date, the circumstances of the complaint and how the complaint was managed.
- The outcome of all complaints that reach stage 2 or beyond is recorded in the Complaints Summary Record which is available for parents and Ofsted inspectors on request.

Last reviewed: October 2020