



10.12 Making a complaint

Policy statement

It is our aim to provide the highest quality education and care for all our children and to offer a warm welcome to each individual child and family. We believe that 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 in general and we welcome suggestions on how to improve our setting and will give prompt and serious attention to any concerns about the running of the setting.

. The following methods may be used to draw our attention to issues that are of concern:

- An annual questionnaire is sent out to the parents/carers and can be used for posting suggestions as to improvements that could be made
- Key persons, the manager and members of the committee may be approached directly with any concerns. Most issues can be resolved quickly through such an informal approach

We anticipate that most concerns will be resolved quickly, by an informal approach with the appropriate member of staff. If this does not achieve the desired result, we have a set of procedures for dealing with concerns. We aim to bring all concerns about the running of our setting to a satisfactory conclusion for all of the parties involved.

Procedures

- All complaints will be reported to the committee chair
- All complaints will be investigated
- All written complaints will be recorded on the pre-school's complaint form
- For the purposes of confidentiality, individuals will not be named in any part of the written record

