



## COMPLAINT PROCEDURES

The following procedure must be followed in the event of a complaint from a parent/guardian. Regardless of whether the staff person feels the complaint is justified, they should remember that this is a customer of Nippertime Preschool, and their complaint should be heard in a professional manner. Staff must always remain calm, without resorting to raising their voice, even if the parent is doing so. If a parent has a complaint, staff must take them aside to the office or kitchen area to discuss. In no circumstances should a staff person try to resolve a complaint in front of either children or other parents. If a parent becomes abusive, staff should inform them they must stop before to hear them. If any staff person feels that they cannot deal with the situation, they should ask the parent to remain where they are and go and find either the Manager or Senior Team Leader.

Nippertime Preschool policy is not to hold complaints against staff unless the complaint involves a matter, which would result in disciplinary action. All complaints must be recorded in the Complaints Register. There are no exceptions and if it comes to light that a complaint has not been recorded because a staff person is concerned it will reflect badly on them, this will be treated as a disciplinary matter. There is no need for staff to be worried where the mistake was genuine or accidental.

### **How a parent should go about making a complaint**

If you have comments/concerns, please tell us. We welcome suggestions for improving our work at Nippertime. We understand that a common fear is that our relationship with you and your child will be affected if you express dissatisfaction.

### **What to do first**

Most concerns and complaints can be sorted out quickly by speaking with your child's preschool staff. All staff will make every effort to resolve your problem informally. They will make sure that they understand what you feel went wrong, and they will explain their own actions to you. They will ask what you would like the preschool to do to put things right. Of course, this does not mean that in every case they will come round to your point of view, but it will help both you and the preschool to understand both sides of the question. It may also help to prevent a similar problem arising again.

### **What to do next**

If you are dissatisfied with the staff's response you can make a complaint to the Manager. This could be made in writing or by making an appointment to discuss the problem. The Manager will ask to meet you for a discussion of the problem. You may take a friend or someone else with you if you wish. The Manager will conduct a full investigation of the complaint and may interview any members of staff or children involved. You will then receive a written response to your complaint, within 28 days, which you may wish to discuss with the Manager. A summary request of the complaint will be displayed on our notice board.

### **Further Action**

If the matter cannot be resolved, you have the right to write or telephone with your complaint directly to Office for Standards in Education (Ofsted). The contact details for Ofsted are:

Ofsted  
Piccadilly Gate  
Store Street



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Manchester  
M1 2WD

Telephone number: 0300 123 1231

A copy of the complaint's procedure is on the parent's notice board, so it can be read by any of the parents.

Paperwork about any complaints is kept for at least 3 years.