

# Happy Days Pre School (Navenby)

## Complaints Policy

The pre-school will ensure that any concerns are resolved as soon as possible through the implementation of one of the following:

Informal resolution: It is anticipated that most concerns will be resolved quickly by an informal discussion with a staff member or committee member.

Formal resolution: If the concern has not been resolved informally or if the problem reoccurs, the formal complaints form must be completed and the steps followed as per the form.

If there is still no satisfactory outcome the pre-school will arrange a meeting with an external mediator, who is acceptable to both parties, present.

The mediator's role is to:

- listen to both sides
- help define the problem
- review the action so far
- suggest further ways in which to resolve the problem
- keep an agreed written record of any meetings that are held
- keep an agreed written record of any advice given.

In some circumstances it may be necessary to contact the registering body, currently Ofsted. Ofsted is responsible for ensuring that all requirements are adhered to.

Ofsted may be contacted at:

National Business Unit, Ofsted  
The Royal Exchange Buildings  
St Ann's square  
Manchester  
M2 7LA  
Telephone: 08456 404 040

If this situation arose both parties would be informed and the Pre-school Learning Alliance field worker would work with Ofsted to ensure a proper investigation of the complaint followed by appropriate action.

This policy has been adopted by Happy Days Pre School (Navenby)

Signed on behalf of the setting by:

..... Chairperson – Michelle Nunn

..... Manager – Caroline Stallwood

Date: