

# *Rainbow Pre-School & Extended Services*



## **Complaints Procedure**

At Rainbow Pre-School it is important that the service is deemed to be of a high standard. We welcome family partnership within our pre-school and strive to consider the individual needs and wishes of all our parents/carers and children.

If parents/carers are unhappy with any aspect of pre-school provision, we encourage them to:

1. In the first instance discuss their concerns with the Pre-school & Extended Services Manager. Many problems can be sorted out quickly and effectively.
2. If the parent feels this is inappropriate, or the outcome is unsatisfactory parents/carers should put their concerns in writing to the Director of Rainbow Pre-School & Extended Services or the committee, please see contact details below. The parent will receive written acknowledgement of the complaint within 1 working day and will be invited to attend a meeting if this is appropriate. Alternatively a full investigation will take place with a full written report being forwarded to the parent within 14 working days.
3. At this stage, if the outcome is not accepted further discussion with the Manager, Director and Chair will take place.
4. If an agreement still cannot be reached, it may be appropriate to consult an external mediator acceptable to both parties (this mediator may be from the Pre-School Learning Alliance, a Staff Member or someone else who is acceptable to both parties).
5. In extreme cases it may be necessary to contact the Local Authority/ Ofsted who will be notified by telephone or in writing.

It is hoped that early discussions will resolve any concerns and provide a satisfactory outcome for a parent/carer and the pre-school. All discussions will be kept confidential in accordance with our confidentiality policy.

[Juliakhan@rainbow-preschool.co.uk](mailto:Juliakhan@rainbow-preschool.co.uk) or [committee@rainbow-preschool.co.uk](mailto:committee@rainbow-preschool.co.uk)

Parents/carers may contact Ofsted at any point in this procedure:

Ofsted Helpline Number: **0300 123 4666**

In circumstances where we feel that discussions with parents/carers may be detrimental to a child's well-being, we will seek advice from the Intake and Assessment Team, LSCB, LADO or Ofsted as per our Safeguarding Children Policy.

All complaints will be recorded appropriately in our complaints log and be made available to view upon request.