

Complaints Policy

It is of paramount importance that the Pre-School Centre runs smoothly and that both parents and staff work together in a spirit of co-operation in the best interests of the children and their families. In the event of complaints from either staff or parents every effort will be made to respond quickly and appropriately, and the following procedure will be followed:

- If a parent feels that he/she has cause for complaint they should raise it with the appropriate member of staff or senior management team.
- Where a complaint or concern is made to a member of staff, the Nursery Manager or Deputy Manger should be informed immediately.
- If a satisfactory conclusion is not achieved then an appointment should be made with the Line Manager of the Pre-School Centre (Helen Davenport) Commercial Manager- Estates the Joint Nursery Managers.
- If this is still unresolved parents would be asked to put a formal complaint in writing.
- The Nursery Manager will respond to any complaint as quickly as possible. They will talk with staff and parents to overcome the concern raised.
- All written Complaints will be recorded and dated in the compliments and concerns section of the parent and professional voice folder.
- When a written complaint is resolved this will be recorded including a staff signature and date. If a complaint has not been resolved further details will be recorded in the complaint's records.
- The whistle blowing policy will be followed if there is a complaint by a member of staff.
- Lancashire County Council policies will be followed in the event of a complaint against a member of staff.
- If a satisfactory conclusion is still not achieved then a formal complaint, in writing, can be made to the Head of Student Services/Nursery Managers, who can be contacted through the Nursery's main office.
- If a complaint refers to a child protection issue, then the safeguarding policy will be followed.
- If a complaint is made against a member of staff, where required the staff capability and disciplinary policy will be followed.
- It is understood that the parents have the right to phone Ofsted after talking to the staff of the Nursery if they feel that they have not received a satisfactory response to their complaint.

Ofsted

To call Ofsted

0300 123 1231 if you want to make a complaint or have a concern about any service Ofsted inspects or regulates (8am to 6pm)

- 0300 123 1231 about children's services
- 18001 prefix for Typetalk

These helplines are available from 8am to 8pm, Monday to Friday.

To write to Ofsted

Ofsted

Piccadilly Gate

Store Street

Manchester M1 2WD

www.ofsted.gov.uk/parents

Contact us

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Reviewed - 16/02/2024 by Lisa Best/Saskia Gregory

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