



Meadow Drive, Horringer, Suffolk, IP29 5SB  
Tel: 01284 735181 E: [manager@horringerpreschool.co.uk](mailto:manager@horringerpreschool.co.uk)  
[www.horringerpreschool.co.uk](http://www.horringerpreschool.co.uk)  
Charity: 1164658

## **Horringer Pre-School Complaints Policy**

We are committed to following clear procedures should a complaint be made concerning our provision.

We ensure parents/carers are familiar with the complaints procedures in place.

This policy aims to support a satisfactory conclusion should a complaint be made, setting out those clear procedures.

The complaints policy is included in our 'New Parent Pack' information.

Our procedure is as follows:

### **Step One:**

If you need to complain, please, in the first instance, discuss your concerns with Mrs Stephanie Page.

### **Step Two:**

If the setting receives a written complaint this will be acknowledged and investigated within 2 weeks of receipt and the outcomes of the investigation made clear to the complainant.

### **Step Three:**

If the above cannot satisfactorily resolve the complaint a mediation process will take place. Committee Members, Suffolk County Council's Childcare Support and Development Team or the Pre-School Learning Alliance may be approached to support in this matter.

The mediator will help define the problem, review the action so far and suggest further ways in which it might be resolved.



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The mediator will keep all discussion confidential. She/he will meet with the group if requested and will keep an agreed written record of any meetings that are held and any advice given.

**Step Four:**

**Ofsted will be informed of any complaint received.**

If you wish to contact Ofsted at any time during the above process you have a right to do so.

The New Early Years Foundation Stage (effective from September 2008) states:

Providers must investigate all written complaints relating to the requirements and notify complainants of the outcome of the investigation within 28 days of having received the complaint.

Providers must provide Ofsted, on request, with a written record of all complaints made during any specified period, and the action, which was taken as a result of each complaint.

If you need to make a complaint regarding childcare Ofsted details are as follows:

Ofsted

Piccadilly Gate,

Store Street,

MANCHESTER

M1 2WD

Tel: **0300 123 1231**