

St. Joseph's PreSchool

Complaints Procedure

Our setting believes that children and parents are entitled to courtesy and prompt, careful attention to their needs and wishes. We welcome suggestions on how to improve our setting and will give prompt and serious attention to any concerns about the running of the setting. We anticipate that most concerns will be resolved quickly by an informal approach to the appropriate member of staff. If this does not achieve the desired result, we have a complaints procedure which aims to bring all concerns to a satisfactory conclusion.

Any parent who has a concern about an aspect of the setting's provision should talk over their concerns with the manager.

Most complaints should be resolved amicably and informally at this stage.

If this does not have a satisfactory outcome or if the problem recurs, the parent may put the concerns or complaint in writing to the manager and the chair of our pre-school management committee.

Parents may approach OFSTED directly at any stage of the above procedure.

Contact details:

OFSTED
Piccadilly Gate
Store Street
MANCHESTER
M1 2WD

Tel: 0300 123 1231 email: contact.ofsted.gov.uk

This Policy was reviewed and adopted at a Trustees meeting

Held on 10th March 2022

Signed by [Signature]

Name THERESA HALL Role CHAIRPERSON