



MICHAELCHURCH PRESCHOOL

REGISTERED CHARITY NO. 1035470

Complaints procedure

We believe that all people using our setting should expect a courtesy and prompt, careful attention to their needs and wishes. We welcome suggestions on how we can improve the services we offer and hope that any concerns can be dealt with swiftly with an informal approach however if this is not the case then the procedure to complain should be followed:

1. Any user of the setting with a concern or complaint should request to speak to the manager to discuss the matter.
2. It is hoped that any issue can be amicably resolved at this point.
3. If the problem is not resolved then the person complaining should put their concerns in writing to the manager, for people who do not feel comfortable with writing may ask for assistance from the manager or other member of staff.
4. All written complaints will be stored confidentially.
5. The manager will investigate the complaint, when the investigation is complete the manager will discuss the findings with the complainant.
6. Parents will receive communication from the manager within 28 days of the manager receiving the written complaint.
7. If the person does not feel happy with the outcome they should arrange for another meeting with the management where they will be invited to bring a friend or other person the manager will be supported by her deputy.
8. A written record of the discussion is made as well as any action/decision. All parties will sign and receive a copy.
9. If an agreement cannot be reached at the above point then a mediator may be bought in.

If at anytime the parent wishes to complain directly or inform OFSTED of their complaint they can do so by telephoning: 0300 123 1231 or writing to: OFSTED, National Business Unit, Piccadilly Gate, Store Street, Manchester, M1 2WD

Further details are displayed in the entrance hall.

All complaints are recorded in our complaints log, there is a copy of this log in the entrance hallway, we inform OFSTED of every complaint that we receive,

they then will ask us for details on what we have done to investigate and the outcome of this investigation.