



Pre-School Complaints Policy

*DO ALL THE GOOD YOU CAN, BY ALL THE MEANS YOU CAN,
IN ALL THE PLACES YOU CAN, IN ALL THE WAYS YOU CAN,
TO ALL THE PEOPLE YOU CAN, IN ALL THE TIMES YOU CAN,
AT ALL THE TIMES YOU CAN, AS LONG AS EVER YOU CAN.*

Pre-School Complaints Policy

INTRODUCTION

It is the belief in the Pre-School that parents / carers are entitled to expect courtesy and prompt, careful attention to their individual needs and wishes. It is hoped that at all times they will be satisfied with the service provided and that they might like to voice their appreciation to the staff concerned.

Any complaints will be dealt with professionally and promptly so as to ensure that any issues arising are handled effectively, and in order to ensure the welfare of all of the children. The full procedure is outlined in the Rydal Penrhos School Complaints Policy which is available on the School website.

In case of a complaint relating to child protection, please refer to the Rydal Penrhos School Safeguarding Policy which is available on the School website.

The Pre-School welcomes any suggestions from parents / carers with regard to how we can improve our service, and will give prompt and serious attention to any concerns that they may have by following our complaints procedure as outlined below.

COMPLAINTS PROCEDURE

Stage 1

If any parent / carer should have cause for complaint or should have any queries regarding either the care or early learning provided by the Pre-School, he or she should, in the first instance, take it up with the Pre-School Manager or with a senior member of staff.

Stage 2

If the issue remains unresolved, or should parents / carers feel they have received an unsatisfactory outcome, then these concerns must be presented in writing to the Principal. The Principal will then investigate the complaint and report back to the parent / carer; this will be fully documented in the Complaints Log Book and will detail the nature of the complaint and any actions arising from it.

Please note that most complaints are usually resolved informally at either Stage 1 or Stage 2.

Stage 3

If the matter is still not resolved, a formal meeting will be held between the Principal, parent / carer and the Pre-School Manager to ensure that it is dealt with comprehensively. A record of the meeting will be kept, along with documentation to record the ensuing actions. All parties present at the meeting will review the accuracy of the record, sign to indicate their agreement with the latter, and will finally receive a copy of that record; the latter will signify the conclusion of the procedure.

Stage 4

If the matter cannot be resolved to their satisfaction, then parents / carers have the right to raise the matter with Care Inspectorate Wales (CIW) or with Estyn.

A record of complaints will be kept by the Principal; this will include the name of the complainant, the nature of the complaint, the date and the time that the complaint was received, any action(s) taken, the result of any investigations and any information given to the complainant, this to include a dated response.

Parents / carers will be able to access this record should they so wish, however all personal details relating to any complaint will be stored confidentially and will be only accessible to the parties involved. Estyn and CIW will have access to this record at any time during their visits to the Pre-School so as to ensure that procedures have been followed appropriately.

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