Leapfrogs Pre school and Out of School Club 33.

Complaints and Compliments Policy

Our setting believes that children and parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes. We welcome suggestions on how to improve our pre school and will give prompt and serious attention to any concerns about the running of the pre school. 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 set of procedures for dealing with concerns.

* Any parent who has a complaint or a concern should talk to the manager, Gail Barrow or a deputy in her absence. Contact Number 07805577520.
* If this does not have a satisfactory outcome then the complaint should be put in writing to the manager/chairperson.
* The parent can request a further meeting where an agreed written record of the discussion is made.
* If at this meeting the parent and the setting cannot reach an agreement, an external mediator is invited to help to settle the complaint.
* Parents may approach OFSTED directly at any stage of this complaints procedure. In addition where there seems to be a possible breach of our registration requirements, it is essential to involve OFSTED.

Telephone number for OFSTED 0300 123 1231

Ofsted National Business Unit

Royal Exchange Building

5th,6th and 7th Floors

Piccadilly Gate

Store Street

Manchester M1 2WD

Policy adopted on: 08/05/14

Policy reviewed on: 03/09/14

Signed on behalf of the committee ………………………………………………………………………………………….

Name and role …………………………………………………………………………………………………………………….

Date …………………………………………………………………………………………………………………………………