



FOREST ROW COMMUNITY PRE-SCHOOL POLICY 16 REPORTING COMPLAINTS

Grievance and Complaint Procedure for Parents and Carers

If any Parent or Carer is dissatisfied with any aspect of Forest Row Community Pre-school please do not hesitate to contact our Pre-school Supervisor or the Pre-school Chair. We hope that you will feel able to discuss any issues or areas of concern which may arise with them directly and be able to reconcile any grievances.

If the Parent or Carer feels dissatisfied with the response to their concern they have the right to take the matter to the full Committee at the earliest possible opportunity. If need be you may be requested to put your concerns in writing to us.

Following this, if the matter is still unresolved and you continue to be dissatisfied with our response you may wish to contact the Ofsted Early Years Inspector at the **address which will be clearly displayed at the Pre-School and will be on the government website along with their current Helpline phone number.**

All written complaints received by the Pre-School with regard to OFSTED requirements will be investigated and a notification of the outcome will be sent to the complainant within 28 days of having received the complaint.

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