



FOREST ROW COMMUNITY PRE-SCHOOL POLICY
20. REPORTING COMPLAINTS

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.

The committee chair will be responsible for making a written record of the complaint and keeping this up to date as the complaint is investigated. The committee will hold an emergency meeting to discuss the complaint and decide on a plan of action if any action is required. The complainant must be notified of the outcome of the investigation within 28 days of the complaint being received.

The Supervisor will record a complaint (if appropriate) in the Incident log file and endeavour to avoid anything that may have contributed to the complaint from happening again.

Following this, if the matter is still unresolved and The Complainant continues to be dissatisfied with our response they may wish to contact the Ofsted Early Years Inspector at the following address:

Ofsted Early Years
 Area Manager
 Piccadilly Gate
 Store Street
 Manchester
 M1 2WD Ofsted Helpline: 0300 123 1231

The most recent Ofsted report is always available to parents with a copy kept with the policies and procedures in the Pre-School cloakroom.

Updated	Reviewed	Next Review
	May 2016	May 2017
	March 2017	March 2018

Chair of the Committee’s signature:

Supervisor’s signature:

Deputy’s signature: Date: