



Stower Vale Pre-School

COMPLIMENTS, COMMENT AND COMPLAINTS

If parents or carers have any compliments, comments or complaints about the service provided, Stower Vale Pre-School is always happy to discuss them. All observations will be logged in writing and passed on to the play leader of the setting.

Stower Vale Pre-School welcomes constructive criticism; any comments on the way the setting operates will be used to inform development plans for the future.

Compliments are always welcome and will be fed back to the members of staff to whom they are most pertinent and the Committee.

Complaints will be dealt with swiftly and confidentially. If required, a private meeting can be arranged with the play leader, parent representative on the Committee to discuss any issue that gives rise to concern. At this meeting, it will be agreed how the matter will be dealt with and the timescale for doing this. As set out in the statutory welfare requirements (2008) "Registered providers must investigate all written complaints relating to the requirements & notify complainants of the outcome of the investigation within 28 days of having received the complaint". (DCSF, 2008)

A written record will be kept of all complaints and how they were resolved. This will be retained for three years and will be available for inspection by Ofsted on request.

In the event that a parent feels a complaint has not being resolved to their satisfaction they may wish to contact Ofsted on: Ofsted Early Years Complaints Line: 0300 123 1231.

Ofsted Early years section, Piccadilly Gate, Store Street Manchester, M1 2WD.