

## **Complaints**

Bottesford Pre-School aims to provide high quality care and education for children in a happy and safe environment. We believe that everyone who uses our setting is entitled to be treated with respect and courtesy. We encourage feedback and suggestions as to how we could improve our provision and aim to resolve complaints swiftly and efficiently.

### **Complaints Procedure**

1. In the first instance, we hope parents would feel able to discuss any issue they have with their child's key person or the Manager. Our manager is informed of any complaints as a matter of course, unless the complaint is about the Manager, when the complaint should be directed to the Pre-school Chair. Pre-School staff will then work together with parents to resolve the issue. The details of the complaint and any action taken will be recorded and securely filed in our Complaints file.

2. Parents may put their complaint in writing to the Chair of our Management Committee if they are not happy with the response of Pre-School staff. The Chair will fully investigate the complaint and respond within 7 days of receipt, detailing any actions taken.

3. Parents can make a complaint directly to Ofsted at any time.

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### **Whistleblowing**

If any individual has serious concerns about Pre-School's practices and procedures they could raise their concerns with the manager. If they feel unable to do so, they may contact the independent whistleblowing charity Public Concern at Work (Tel: 020 7404 6609) for free, confidential advice. Ofsted can be contacted directly on their dedicated whistleblowing line (Tel: 0300 123 3155).

### **Complaints Procedure for Staff**

There is a grievance procedure which details how complaints by staff are dealt with and all staff are given a copy of this when they start working at Pre-School. If the staff member feels unable to approach the manager, they can always in the first instance, speak to the Staff Representative, Tracy Smart

