

Little Stars Pre-school

COMPLAINTS PROCEDURE

Our aim is to offer the highest quality of care for all of our children. To welcome individual children and provide a warm and caring atmosphere, where children can learn and develop through play.

We work in partnership with parents and show respect and courtesy, giving careful attention to needs and wishes. We welcome suggestions to improve the provision, to enhance the learning of children whilst in our care.

Should any anxieties or worries be apparent, please bring them to the Pre-school manager's attention or your child's key person. Should there be no satisfaction of a problem being solved, or if it should re-occur, the parent/carer should put the complaint in writing and send it to the Pre-school manager so that a meeting can be arranged.

If a parent is still not happy with how the manager has dealt with the complaint they may contact the owner, Ofsted or Portsmouth Early Years directly.

Complaints may go directly to: -

Ms J Mengham - Pre-school owner 07956162575.

Early Years and Childcare - 023 92 688833 - Jane Cowell

Ofsted Direct - 0300 1231231

The National Business Unit

Ofsted

Piccadilly Gate

Store Street

Manchester

M1 2WD

These people are here to help the pre-school and the parents with support to both, to help care for all children.

This will only happen in extreme circumstances.

Signed on behalf of the pre-school: Jo Mengham

Role of signatory: Owner

This policy is a static policy for our website and will be reviewed and amended throughout the academic year. Copies of our up to date policies can be seen at our Pre-school.