



Complaints Policy

In the event that you have a concern or complaint about the provision at Wick Pre-School please contact the Manager. You can contact the Manager in person, in writing including email or by telephone. All complaints will be dealt with as a matter of urgency. The Chairperson Daniel Skellett may also be informed of your complaint.

The Manager will ensure that the complaint is fully investigated by holding interviews and reviewing records where necessary.

The Manager or Nominated Person will contact you in writing to inform you of the outcome, and action, if any, that was taken or we intend to take as a result of your complaint within 20 days.

Depending on the nature of the complaint or the outcome of the investigation, it may be necessary to put in place the disciplinary procedure or the Pre - School child protection procedures to ensure children's wellbeing and safety is maintained.

If your complaint is relating to the Manager, please contact the Nominated Person, in writing or by email. (Written complaints should be posted to the Wick Pre-School address for the attention of The Committee Chair Person Daniel Skellett. Emails can be sent to danskellett@gmail.com). The Chair Person will investigate your complaint and contact you in writing to inform you of the outcome of your complaint within 20 days.

The Pre-School holds a complaints record which must be completed by the Manager. The record gives details of who made the complaint, the nature of the complaint, how the complaint was investigated, any actions or outcomes. The record does not name individuals and confidentiality is maintained at all times. This record will be shared with OFSTED at all inspections and any parent who requests to see it.

Complaints can also be made directly to OFSTED who will pass your complaint to the Pre-School to be investigated, in the first instance. In the event that OFSTED carries out an investigation into the Pre-School's suitability to provide childcare, following a complaint, OFSTED will inform the Pre-School of the outcome of their investigation. The Manager will include these details on the Complaints Record.