



Complaints Procedure

At Churchill Pre-School we aim to provide you with the best possible service we can deliver. However, if there is an area where you are dissatisfied, please tell us. Unless we know we are unable to put it right.

In the event of you needing to make a complaint, we have a procedure to follow ensuring your complaint is dealt with professionally, confidentially and efficiently.

In the event of you not being satisfied then:

1. Approach or make an appointment with the Pre-School Leader/s: **Samantha Stone / Danni King**, who will discuss the issue with you and confirm the steps they will take to investigate further and/or address your concerns. If you are satisfied following this meeting and remedial action, no further action will be taken however, if you are not satisfied, or if you remain dis-satisfied following investigation, further discussion and/or remedial steps further action will be taken.
2. In the event of the outcome of initial discussion, investigation and remedial action being unsatisfactory, the Pre-School Leader/s will complete a complaints record and deal with the issue as soon as possible. You will be provided with written account of any action taken within 28 days of the complaint for care relating to children cared for in accordance with Churchill Pre-School's registration on the Early Years Register.
3. If the steps required are not possible within the timescale set out in step 2 above, or if following the written account provided you are still dissatisfied, a complaint can be made to the Pre-School Management Committee. The Pre-School Leader/s will refer the complaint and the report to the Pre-School Management Committee. The Chairperson is **Fran Yandell**, and she will investigate further and revert to you after further consideration, action, investigation and discussion with the Pre-School Committee.
4. If you are unhappy with the outcome following investigation and report and any further action taken by the Pre-School Committee chair and/or Pre-School Management Committee; or you have a Child Protection/Safeguarding concern then contact:

Ofsted
Piccadilly Gate
Store Street
Manchester
M1 2WD

Telephone 0300 123 1231