

**Downham Market Children’s Centre**

**Snape Lane**

**Paradise Road**

**Downham Market**

**Norfolk PE38 9JE**

**COMPLAINTS PROCEDURE**

At Clackclose Preschool we aim to provide the highest quality care and education for all children. We aim to offer a welcoming atmosphere. We also aim to provide a warm and caring environment which will allow all children to learn and develop as they play. We believe that everyone is entitled to expect courtesy and to have their concerns dealt with promptly and satisfactorily. We intend to work in partnership with parents and the community to achieve this. We believe that it is in the best interests of everyone to take any complaints seriously. We will do our utmost to deal with any concerns quickly, sensitively, fairly and confidentially.

Our Complaints Policy is issued to all families as part of the registration process. It is also available via our webpage [www.clackclosepreschool.co.uk](http://www.clackclosepreschool.co.uk).

**Making Concerns Known**

If a parent has any concerns over any aspect of the group or the activities provided they should talk these over with the Manager/Deputy Manager in the first instance. They will do her best to explain things and allay the fears or resolve the problem discreetly and in confidence.

If this does not have a satisfactory outcome, or the problem reoccurs, the parent should put the complaint in writing and request a private meeting with the Manager and a member of the Committee. Both parties can have a witness present and a written record of the discussion should be made.

**Funding Concern**

Where parents/carers are not satisfied that their child is receiving the free entitlement in the correct way (as set out in the funding agreement and in Early Education and Childcare Statutory Guidance for local authorities) a complaint can be submitted directly to the Manager.

**OFSTED**

In some circumstances it may be necessary to involve Ofsted. These officers have a duty to ensure that the laid down requirements and standards are met by the Preschool. They would become involved if a child appeared to be at risk or where there seems to be a breach of the regulations. In these cases, both parent and Preschool would be informed. The authority would ensure a proper investigation of the complaint was made and the appropriate action taken.

We believe that most complaints are made constructively by genuinely concerned parents. We believe that the majority of these can be sorted out at an early stage between the parent and the supervisor. Written records of all complaints will be kept for a period of two years.

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[www.ofsted.gov.uk](http://www.ofsted.gov.uk)

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