** CAPEL PRE-SCHOOL** Reg Charity No: 271366

Capel Village Hall, Falmouth Place, Five Oak Green, Tonbridge, Kent TN12 6RD 01892 833363

email: admin@capelpreschoolfiveoakgreen.com website: [www.capelpreschoolfiveoakgreen.com](http://www.capelpreschoolfiveoakgreen.com)

**COMPLAINTS POLICY**

For the children who attend our Pre-School, we aim to provide the highest quality of care and education.

Should any parent/carer ever have any worries or anxieties, the first course of action must be to discuss them with the child’s Key Person or the Pre-School Supervisor. We believe that it is in the best interests of our Pre-School, and the children attending, that all complaints should be taken seriously, dealt with fairly and in a manner that respects confidentiality**. Problems can often be solved simply by drawing attention to them.**

If however, there is no satisfactory outcome from the discussion, the complaint should be put in writing with a request for a meeting with the Pre-School Supervisor and a member of the Pre-School Management Committee.

An agreed written record will be made during the meeting. A copy of our Provider Complaints Record is attached for your information.

Should the matter still not be resolved, a full Management Committee Meeting will be convened. The Committee will review the source, nature and outcomes of the complaint. Their decision will be final.

An account of the Management Committee findings will be shared with the parents/carers of this Pre-School setting within 28 days of receiving the complaint. A written response will be sent to the parent/carer making the complaint.

If a parent/carer does not feel that a complaint has been dealt with satisfactorily by Pre-School, they should contact **OFSTED** (Office for Standards in Education). Their helpline number is:

OFSTED HELPLINE: **0300 123 1231**