



Grievance & Complaints

If a parent or carer has any cause in which they would like to make a complaint, either rising from an event or incident connected to the preschool, or against a member of staff, parent or trustee member.

The matter should be brought to the attention of either the; Manager (Jayne Rayner) jayne@alburghwithdentonpreschoolnursery.co.uk or Chair of Trustees (Hannah King) hannah772@msn.com

Both Manager and Trustee will work together to resolve the matter. If necessary, the matter will be brought to the attention of the Children's Services, the matter will be discussed and dealt with in the strictest confidence.

A copy of this policy and all of our other policies, can be found on our website; alburghwithdentonpreschoolnursery.co.uk
harlestonpreschoolnursery.co.uk

Where parents/carers are not satisfied that their child is receiving the free entitlement in the correct way (as set out in this funding agreement and in Early Education and Childcare Statutory guidance for local authorities), a complaint can be submitted directly to either the Manager (Jayne Rayner) or Trustee (Hannah King).

Complaints can be made either in person, or via email, letter or phone call.

The matter will be dealt with in the strictest confidence and wherever necessary a solution to the problem will be sought. The parent/carers will be kept informed of the progress being made in dealing with their complaint and notified wherever possible of any outcome or action taken.

OFSTED may be informed of the complaint and their advice sought as required. Details of the complaint made and its outcome will be recorded by the Manager and kept on file.

It is hoped that all complaints will be made constructively and dealt with sensitively. We aim for action to be prompt and to the satisfaction of all parties.

If the parent/ carer is dissatisfied with the outcome of their complaint or feels that they would prefer to take the matter further, this may be done by contacting OFSTED, the office for standards in education.



OFSTED
Piccadilly Gate,
Store Street
Manchester,
M1 2WD Tel; 03001231231

Alternatively you can contact Norfolk County Council on
http://www.norfolk.gov.uk/Council_and_democracy/Have_your_say
under Council and Democracy you can click on 'have your say'

We do not accept the inappropriate use of Social media platforms, such as Facebook etc.. as a suitable method to make your complaint. Furthermore, publishing defamatory and/or knowingly false material about Alburgh with Denton Preschool Nursery or Harleston Preschool Nursery will be considered unacceptable behavior.

Parents and/or carers or family members responsible for making harassing or offensive postings will be challenged and the matter may be passed onto the police.