

## PRE-SCHOOL COMMENTS & COMPLAINTS POLICY

Our pre-school aims to provide a safe, stimulating and caring environment where children and their families feel welcome and valued. We believe in working together with parents to ensure their children's needs are identified and met.

We welcome comments from parents about our provision and recognise parents as the prime educators of their child and that comments, whether negative or positive about our pre-school are made with the child's interest at heart.

Positive comments are a good way for parents to let our pre-school know their work is valued and appreciated, also gives everyone concerned the chance to build on good practice which promotes children's development, parents are encouraged to praise where appropriate.

Parents wishing to make concerns known to the group should first talk to the pre-school leader, most problems can be resolved quickly in this way. Any problems should be resolved within a reasonable time scale: this may vary depending on the problem.

It may be helpful to have a meeting with an outside mediator, the parent and a pre-school representative. This should help both sides to clarify the issues and reach an amicable solution.

If this still does not resolve the problem, the Early Years Development and Child Care Partnership at Horsham may be able to help you with the concern. Contact telephone number is 01403 320346.

If parents have any further concerns, the Pre-school Regulator, OFSTED may be contacted direct on telephone no. 0845 6014771.

Everyone involved with the discussion and outcome of a complaint will be expected to treat information as confidential and will not discuss the situation with anyone else.