



If you attend our setting you are signing up to our complaints procedure.

A brief summary of our policy statement and procedure and what it involves is as follows below.

Policy statement

Our setting believes that children and parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes. We welcome suggestions on how to improve our settings and will give prompt and serious attention to any concerns about the running of the setting. We anticipate that most concerns will be resolved quickly, by an informal approach to the appropriate member of staff. If this does not achieve the desired result, we have a set of procedures of dealing with concerns. We aim to bring all concerns about running of our setting to a satisfactory conclusion for all parents involved.

Procedures

All settings are required to keep a written record of any complaints that reach stage two and above, and their outcome. This is made available to parents, as well as to Ofsted inspections on request. A full procedure is set out in the Pre-school Learning Alliance publication Complaints Investigation Record (2012) which acts as the summary log' for this purpose.

If you would like to find out more, please look at our complaints policy on our website at:

www.combepreschool.co.uk

This is also our complaints policy for our out of hour's provision.