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Mucky Pups Pre-School

Complaints procedure

Aim

The aim of this policy is to ensure that all complaints are listened to and dealt with in a fair and understanding way by staff and management form parents and by management from staff.

**Procedure:**

* The staff at Mucky Pups Pre-School are always willing to listen to any comments, questions, complaints or concerns from users of the setting regarding the services we provide or any specific incidents.
* Any complaints should be made initially to the Manager of the Pre-School who will document accurately the nature of the complaint, investigate the complaint and keep accurate records of their findings and the findings of the investigation and any supporting information.
* If this fails to resolve the problem, the complaint will be passed on to the scheme co-ordinator who will conduct a prompt and thorough investigation.
* Anyone who raises a complaint or expresses any concerns is assured of a written response within 28 days of
* the initial complaint outlining the findings of any investigation and any action taken.
* All complaints will be dealt with fairly and promptly.
* A summary of any complaints made about our provision within the past 12 months will be made available to OFSTED upon request.
* A list of any complaints made within the past two years will be made available to OFSTED upon request.
* If anyone would like to take their complaint further, feel their complaint has not be dealt with effectively or would like to make a comment about the pre-school OFSTED can be contacted on the details listed below.

OFSTED, Manager: Jean Wills

Piccadilly Gate, Scheme Co-ordinator: Alan Wills

Store Street, Email for both: muckypupspreschool@gmail.com

Manchester,

M1 2WD

Telephone: 0300 123 1231

Date policy adopted on:2nd September 2019 Date for review: 2nd September 2019

Signed: Position: Manager