

COMPLAINTS, COMMENTS AND COMPLIMENTS POLICY



We hope to create an atmosphere of respect and aim to be able to deal with any complaints that parents may have, swiftly and effectively. We encourage open communication and would love to hear thoughts and feelings about the services we offer.

If an incident arises we would encourage parents, in the first instance, to approach the coordinator of the area in which the incident occurred – for Preschool it will be the PreSchool Manager and for the rest of the building it will be the Centre Manager.

If, after that conversation, parents want to proceed to make a formal complaint it should be directed to the Centre Manager. Discussions at this level will be logged and parents can expect to receive a written response within 5 working days.

If this does not resolve your concerns, parents should progress the complaint with the Head Teacher of FurzeField School, followed by the Chair of Governors, should that be necessary. Both can be contacted through the School office on 01737 642842.

If parents are still dissatisfied, they have the right to contact OFSTED; information of their contact details are available from the and a copy is on display on the parent information board in Preschool.

A full record of all compliments, comments and complaints is always available for parents to see via the office.

PRESCHOOL

A record of all compliments, comments and complaints will be kept on file under the Key Person board. Parents are welcome to read these at any time.