



**The Donkey Field 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 that parents are the primary educators of their child and those comments, whether positive or negative, about our pre-school, are made with the child's best interests at heart.

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

Concerns/problems: Parents wishing to make concerns known to the pre-school should first talk to the Manager. Most problems can be sorted out quickly this way. Any problems should be resolved within a reasonable timescale, which will vary depending upon the problem. If parents feel uncomfortable with the above or if the situation cannot be resolved, the parent should speak to the Chairperson of the Committee, who will liaise with the Manager and raise the concern at the appropriate level.

An outside mediator meeting with the parent and pre-school representative may help to clarify the issues and reach an agreement. (A mediator could be someone from Pre-School Learning Alliance or West Sussex Early Years & Childcare Team).

OFSTED may need to be involved if the concern is about the requirements as set out in the Children Act not being met. A full investigation would be made followed by appropriate action.

Written notes agreed by all present should be made of any formal meetings between the parent(s) and pre-school.

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

Policy adopted by: The Donkey Field Pre-school

Policy adopted on: 11<sup>th</sup> November 2003

Policy last reviewed: February 2023

Signed by the Chairperson