Grievance & Complaints

If a parent or carer has any cause in which they would like to make a complaint, either rising from an event or incident connected to the preschool, or against a member of staff, parent or trustee member.

The matter should be brought to the attention of the Manager (Jayne Rayner) jayne@alburghwithdentonpreschoolnursery.co.uk or
Chair of Trustees (Hannah King) hannah772@msn.com

Both Manager and Trustee will work together to resolve the matter.
If necessary, the matter will be brought to the attention of the Children's Services, the matter will be discussed and dealt with the strictest confidence.

A copy of this policy and all of our other policies, can be found on our website;

https://alburghwithdentonpreschoolnursery.co.uk

https://harlestonpreschoolnursery.co.uk

Where parents/carers are not satisfied that their child is receiving the free entitlement in the correct way (as set out in this funding agreement and in Early Education and Childcare Statutory guidance for local authorities) file:///C:/Users/User/Downloads/Funding__Agreement_TCs%20(2).pdf a complaint can be submitted directly to either the Manager (Jayne Rayner) or Trustee (Hannah King).

Complaints can be made either in person, or via email, letter or phone call.

The matter will be addressed with the strictest confidence and wherever necessary a solution will be sought. The parent/carer will be kept informed of the progress being made in dealing with their complaint and notified wherever possible of any outcome or action taken.

OFSTED may be informed of the complaint and their advice sought as required. Details of the complaint made, and its outcome will be recorded by the Manager and kept on file.

It is hoped that all complaints will be made constructively and in return they will be dealt with sensitively. We aim for action to be prompt and to the satisfaction of all parties.

If the parent/ carer is dissatisfied with the outcome of their complaint or feels that they would prefer to take the matter further, this may be done by contacting either OFSTED, the office for standards in education.

OFSTED
Piccadilly Gate,
Store Street
Manchester,
M1 2WD
Tel; 03001231231

Alternatively, you can contact Norfolk County Council on
http://www.norfolk.gov.uk/Council_and_democracy/Have_your_say
under Council and Democracy you can click on 'have your say'

We do not accept the inappropriate use of Social media platforms, such as Facebook etc.. as a suitable method to make your complaint. Furthermore, publishing defamatory and/or knowingly false material about Alburgh with Denton Preschool Nursery or Harleston Preschool Nursery will be considered unacceptable behavior.
Parents and/or carers or family members responsible for making harassing or offensive postings will be challenged and the matter may be passed onto the police.

Please see below our social media statement.

Social media statement

At Alburgh with Denton & Harleston Preschool Nurseries we recognise the importance of developing an honest and open relationship with our parents and their families. To ensure effective information sharing that supports our children's development, enabling them to grow into confident and creative individuals.

We use a range of ways to communicate and share information with parents/carers

Newsletters General chats Via email or telephone Consultations Displayed information

We do not however, use Social media platforms as a way of discussing or publicly communicating information regarding the children or issues surrounding their day.

This would be disrespectful and unacceptable to parents, carers and their families, if we were to discuss issues concerning your child on an open forum!

Our Preschool Nursery staff have a right to, and expect, the same level of respect in return.

If you have a concern or matter which you would like to discuss, regarding your child and/or the events of their day, please stop and chat to a member of staff. If you require more information or feel that the matter/query was not sufficiently dealt with;

please email jayne@alburghwithdentonpreschoolnursery.co.uk