



Complaints Procedures

We will endeavour to respond to all complaints fully and promptly and investigate if required. There are a number of avenues available to those who may wish to make a complaint:

Verbally

You may approach or arrange a meeting with your child's key worker or Manager at any time. Similarly, you may email Bryn Regan (Chair of Stepping Stones Committee) to discuss your concerns.

1. Written notes will be taken during meetings following a verbal complaint.
2. All complaints will be fully investigated and notification of the outcome will be given to the complainants within 28 days of having received the complaint.

The Manager and Chair of Stepping Stones can be contacted on:

Manager of Stepping Stones: Sarah Howard

Email: playgroup@sccn.rbksch.org

Telephone: 02083902494

Chair of Stepping Stones: Bryn Regan

Email: bryn.regan@gmail.com

Telephone: 07970296438

In Writing

1. Complaints may be made in writing, addressed to the Pre-School Manager or Chair Person.

2. Following the written complaint, you will be invited for a meeting with the appropriate person, where written notes will be taken and kept on file.
3. All complaints will be fully investigated and notification of the complaint will be given to the complainants within 28 days of having received the complaint.

Correspondence for the Manager or Chair person should be posted to:

Stepping Stones Pre-School
Surbiton Children's Centre Nursery
Alpha Road
Surbiton
KT5 8RS

Unresolved Issues

If you feel that an issue has not or cannot be handled adequately by the Pre-School or the Stepping Stones Committee, and you would like to report the Pre-School for poor practice, you may telephone:

Ofsted Complaints, Investigations and Enforcement (CIE) Helpline: 0300-123-1231

Or write to Ofsted directly at the following address:

Ofsted
Piccadilly Gate
Store Street
Manchester
M1 2WD

All contact with Ofsted can be anonymous. Once a complaint is received, they will investigate it under their own normal regulatory procedures.

At Stepping Stones Pre-School we recognise our responsibilities under the Race Relations Act, The Sex Discriminations Act and the Disability Discrimination Act to eliminate discrimination and to promote good relations between children, staff, parents and the local community. The promotion of equal opportunities is the responsibility of the whole Pre-School and must be reflected throughout the organisation of the Pre-School. It is addressed in the curriculum and in areas beyond the curriculum.

Policy reviewed May 2016

Due for renewal May 2017