

# Complaints Procedure

---

## Findon Village Preschool (FVPS)

Revised August 2022

Yvonne Wilson (Chair of Trustees)



## **COMPLAINTS and GRIEVANCE PROCEDURE**

- Where a child has been badly behaved or a threat to other members, a verbal report will be given to the parent, guardian or carer at the end of this session.
- If a child's behaviour is considered to be such that they are a danger to themselves or other members, the Preschool Manager or their Deputy may phone the parent, guardian or carer to request that they be collected from the Play Scheme.
- In exceptional situations the child may be asked not to return to Findon Village Preschool. The Parent, guardian or carer will then be informed of the Appeals Procedure that is in place.
- If a parent, guardian or carer is unhappy with any aspect of the provision offered by the Findon Village Preschool, it is important that they notify the Preschool Manager or their Deputy at once.
- If the complaint is not able to be resolved at that point, the parent, guardian or carer should put the complaint in writing to the Chairman and can expect a reply within five working days.
- If the complaint concerns an employee, a formal interview will take place with the employee as part of an investigation. This may result in disciplinary action being taken under the disciplinary procedure or no further action being taken. The outcome will be notified to the parent, guardian or carer within five working days of the meeting.
- If the parent, guardian or carer is still not satisfied they have every right to contact OFSTED on 0300 123 4666 or go online at [www.ofsted.gov.uk](http://www.ofsted.gov.uk).

## **APPEALS PROCEDURE**

- A child may be asked to refrain from attending the next session. This decision is entirely at the discretion of the Preschool Manager or Deputy. This would be due to persistent bad behaviour or a one-off incident.
- The parent, guardian or carer must be informed verbally of this decision and a plan put in place for the child/young person. If agreement is not reached with the parent, guardian or carer, this must be put in writing by the Preschool Manager or Deputy.
- This letter would give the reason for the action and the date of the session the member was to be excluded from.
- If a serious incident occurs or when the child's behaviour, over a period of weeks, is such that their continuing presence is adversely affecting the safe running of the Play

Scheme, the Preschool Manager or their Deputy may withdraw the membership and exclude the child from Findon Village Preschool as a last resort.

- A decision to withdraw the child from Findon Village Preschool must be proposed by the Preschool Manager or their Deputy and confirmed by the Chairperson in writing.
- The letter to parent, guardian or carer must lay out the reason for the exclusion and any corroboration of the incident or incidents involved. The letter must include the right of Appeal and the process of the Appeal.
- The Appeal will be held with the parents, guardians or carers in attendance and, at their discretion, the child themselves.
- The Appeal panel will consist of a representative from an Independent Mediation Service, the Chairman and an independent Trustee. The decision of the Appeal panel is final, and the findings will be sent in writing to the child and their parent, guardian or carer.