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## **Complaints Policy and Procedures**

Our aim is to provide a safe, happy environment in which children can learn through their play.

It is also our aim to have a good relationship with parents. Therefore, it is our wish that should any person have a complaint, they feel confident and clear about how to relay their complaint in the correct way and to the correct person. There is a complaints flow chart on the notice board in the foyer, with the appropriate contact details.

### **Procedures**

Any complaint should firstly be brought to the attention of the Pre-school Leader. This can either be in written or verbal form. The details of the complaint will be documented in the complaints book. Such matters are confidential and are treated accordingly. The leader will deal with the complaint in a professional and confidential manner, which will hopefully lead to a satisfactory outcome. If this is not achieved you may wish to take your complaint to the chairperson of the management committee. Details of committee members can be found on the committee notice board in the foyer. Again, the details will be documented and treated in a professional and confidential manner.

In certain circumstances, if the complaint is about the Leader, you may wish your complaint to be taken to the committee chairperson, who will deal personally with the complaint. If after this, there is still no satisfactory outcome you may wish to involve a third party, an example of a third party may be NHSC- Early Years team, whereby a social worker would become involved in trying to achieve a satisfactory outcome for all parties concerned.

The Pre-School would like to point out that Early years Team can be contacted at any time, for any reason about a worry, concern, and query or for general advice.

Early Years Team-Tel: 02825635111

**If you are still concerned you can contact the NI Public Services Ombudsman**

**Tel: 0800 343 424**

**At any time, you can talk to the PSNI Central Referral Unit at 028 9025 9299**