**Making a Complaint**

It is important that parents should feel able to discuss any concerns about their child with Busy Bees staff to enable any issues to be addressed quickly, amicably and informally. However, we also recognise that there might be times when parents feel that a satisfactory outcome has not been achieved. In such cases parents should send a letter (or email) to the Chair of the Committee (email: chairbusybeespresc@btinternet.com) setting out their concerns and stating the outcome they are seeking. The Chair and Setting Manager will arrange a meeting to discuss the concerns in more detail. Parents are welcome to be accompanied by a friend/spouse at the meeting. An agreed written record of the meeting will be made stating any decision or actions and signed by all parties.

If the parent and setting still cannot reach agreement an external mediator may be invited to help settle the complaint. This person (staff and volunteers within the Pre-school Learning Alliance can be appropriate persons) should be agreed as acceptable to both parties. They will listen to both sides and offer advice, reviewing action so far and suggesting ways in which the complaint might be resolved.

Parents can approach Ofsted directly at any stage of the complaints procedure and, where there appears to be a possible breach of the settings registration requirements, it is essential to involve Ofsted. They can be contacted on 0300 123 1231 (general enquiries) or 0300 123 4666 (concerns), in writing to Ofsted, Piccadilly Gate, Store Street, Manchester M1 2WD or by email - enquiries@ofsted.gov.uk (Busy Bees registration number is: 145873).

All complaints will be recorded in the complaints book held in the pre-school including the date of the complaint, the circumstances of the complaint and how it was resolved. The book is available for parents and Ofsted inspectors to view.

Updated November 2016