

COMMITTEE LINK TO PRESCHOOL COMPLAINT PROCEDURES

Impstone & Cherry Trees Preschool has a clear and published set of Policy and Procedure in relation to complaint management.

Details of the actions required by both the Preschool and/or the Parent Management Committee are laid out in the 'Making Complaints Known' section of the preschool Complaints Policy.

The following notes are in support of these procedures and relate to the responsibility of the Parent Management Committee's actions in complaint resolution, the management of the Preschool and to the delivering of the Governing Documents aims.

Time scales and actions required to resolve complaints (regardless of level) are detailed within the Preschool's Complaint Policy - 'Making Complaints Known' section and must always be complied with.

In addition to these processes, the Parent Management Committee Chair will:

- Undertake regular reviews of all complaints to identify trends and/or additional corrective actions (identified outside of the complaint resolution)
- Communicate any items of note/concern to the Committee at Committee Meetings or EGM level
- Action any plans requiring Committee input to be drawn up and time scales agreed at meetings
- Communicate plans to Preschool Management team
- Control implementation of plans and ensure timescales are met
- Ensure formal communication of the outcome/actions in relation to complaints requiring mediation (stage 4 & 5) are communicated to all staff and committee members and if appropriate all parents/guardians

In the event of serious complaint, other Policy and Procedure may apply (e.g. Safeguarding Children/Health and Safety).

In these circumstances, the relevant processes will supersede these procedures. Details to this effect will be recorded on the Complaint Record.

- The Chair/Manager will ensure the complainant is fully informed of the change in process/time scales

- On resolution the Complaint Record will be completed with summary or cross reference details
- The Parent Management Committee may take legal/professional advice or instruct professional support services at any stage. (e.g. Public Relations/Press Management)
- The Parent Management Committee may undertake corrective actions/seek advice with or without prior consulting the Preschool Team