



COMMITTEE LINK INTO
IMPSTONE PRE-SCHOOL COMPLAINT PROCEDURES

Impstone Pre-school have a clear and published set of Policy and Procedure in relation to complaint management. Details of the actions required by both the Pre-school and/or the Parent Management Committee are laid out in the *Making Complaints Known* section of the pre-schools 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 Pre-school and to the delivering of the Governing Documents aims.

Time scales and actions required to resolve complaints (regardless of level) are detailed within the Pre-schools Complaint Policy – Making Complaints Known section and **must** be complied with at all times.

In addition to these processes the Parent Management Committee will:

- Chair to undertake regularly review all complaints to identify trends and/or additional corrective actions (identified outside of the complaint resolution).
- Chair to communicate any items of note/concern to the Committee at Committee Meeting or EGM level.
- Action plans requiring Committee input to be drawn up and time scales agreed at meetings.
- Chair to communicate plans to Pre-school Management team.
- Chair to control implementation of plans and ensure timescales met.
- Chair to ensure formal communication of the outcome/actions in relation to complaints requiring mediation (stage 4 and 5) are communicated to all staff and committee members and if appropriate all parents and 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 Pre-school Team.

This policy was adopted at a meeting of _____

Held on: _____

Date to be reviewed: _____

Signed on behalf of the provider: _____

Name of signatory: _____

Role of Signatory (e.g. chair/director, owner) _____

V 1.0

29/12/13

Committee link into complaints procedure