

# ST JOHN'S SUNSHINE PRE-SCHOOL

## COMMENTS AND COMPLAINTS POLICY

At St. John's Sunshine Pre School, we provide an environment that is safe, stimulating and caring. We want all children and their families to feel welcome and their views valued. We believe that to get the best for the children, we work alongside our parents to meet all the needs of every child.

We welcome any comments whether they be positive or negative regarding our Pre School and the care and education the children receive.

We like to hear positive comments as these make us happy as they show that what we are doing is the best. Any negative comments that we receive will be shared with all staff at a staff meeting where we will discuss how we can rectify the negative comment and show parents that we have taken account of the comment.

You will find a comments box near the parents notice board along with paper and pens for you to make any comments as you see fit.

If, however you have a more serious or urgent complaint to make regarding the Pre School we ask that you speak to the Manager or Deputy or the Chair person. This can either be done in writing or in person. Any complaint made in this way will be dealt with immediately and the complaint will be kept on file until after the next Ofsted Inspection.

If you feel that the Pre School has not reacted to a complaint that you have made or you feel that you do not want to discuss it with Pre School staff you have the right to contact Ofsted and inform them of the nature of your complaint.

Ofsted can be contacted by;

Phone: 0300 123 1231

Address; Ofsted,  
Piccadilly Gate,  
Store street,  
Manchester  
M1 2WD