

Complaints Policy

At Pavilion, we are always happy to receive your suggestions, which you can put in writing and posted in our post box by the main gate, or send us an email at club@pavilionpreschool.org

If you should have a complaint, please follow the procedure given below and we will try and ensure that it is dealt with swiftly and in the correct manner.

You may find that a discussion with the Club Manager will provide sufficient answers to your query and most things are usually solved on an informal basis. However, you may feel the need to discuss this further. If so, please follow the following steps:

1. Please speak to the Club Manager, or Office Manager to arrange an appointment. Again, we are confident this will attain a satisfactory conclusion.
2. If you still have been unable to get a satisfactory answer to your query please put the complaint in writing addressed to the Chair of the Committee.
(committe@pavilionpreschool.org)
3. A meeting will then be arranged with the relevant members of the committee (Chair and Minute Secretary). At this meeting you may bring a friend or representative with you to witness the proceedings. A written record of the discussion will be made and agreed on by both parties.
4. If the problem is still unresolved, an agreed mediator acceptable to both parties may be invited to listen to both sides and offer advice. A written record of this meeting will be kept in our complaints file. The person bringing the complaint will receive a written reply with the outcome and any actions arising from the investigation within 28 days.
5. If the matter remains unresolved then please contact Ofsted at the address below:
The National Business Unit, Ofsted, Piccadilly Gate, Store Street, Manchester, M1 2WD
(Complaints and Enforcement) Tel: 0300 123 1231

Actions and Outcomes

Any action taken must be recorded and a record sent to the parents/carers, if Ofsted or other agencies have been notified, they will also be informed concerning the actions taken. If Ofsted or any other agency have given advice or actions, then these will be followed and recorded. Confidentiality of those involved will be respected at all times.

If a complaint is made about a member of staff, then the Allegation Policy will be followed.

This policy was adopted in September 2021.

It will be reviewed annually or as required.

Last updated: 25.04.2025

Signed by Chair of Trustees:

Signed by Clubs Manager: