

Complaints and Concerns



Policy Statement

We believe that parents and children are entitled to courtesy and prompt, careful attention to their individual needs and wishes. We hope that you will be happy with the service provided. However, complaints and concerns will be dealt with professionally and promptly to ensure that any issues arising are handled effectively. We welcome any suggestions from parents on how we can improve our services.

Procedure

Stage 1 – Anybody who has a concern about any aspect of the setting should in the first instance direct these to the Manager, complaints should be resolved amicably and informally wherever possible.

Stage 2 – If you feel you have been unable to resolve your concerns informally and amicably with the Manager or the problem has escalated or reoccurred then the concern should be formatted into a formal written complaint and addressed in the first instance to the Manager. The Manager at this point **MUST** inform and make their Area Manager aware of the formal complaint and the Area Manager will add this complaint on to the central 'complaints and concerns log'.

The complaint will then be fully investigated by the relevant persons and a written response will then be sent to the complainant within 28 days of receipt of the written complaint outlining the details of the investigation and the outcome.

Stage 3 - If you feel dissatisfied with the outcome of the investigation you can request a meeting with the Manager and where necessary the Area Manager. An agreed written record of the discussion will be made, and all parties will sign the record and receive a copy. At this point a resolution should have been agreed by all parties and necessary action taken to move forward.

Stage 4 - If any matter cannot be resolved satisfactorily, then you have the right to raise the matter with Ofsted, this should be a last resort as we always aim to work with you and take your concerns very seriously.

However, it is important that you are made aware that Ofsted's powers are limited, and their role is **NOT** to resolve disputes between you and us. Their role is to make sure that we are following all registration requirements. To make a complaint to Ofsted you can email enquiries@ofsted.gov.uk or call 0300 123 4666.

Ofsted will review your complaint and decide what to do, however, they will not contact you or let you know the outcome of the complaint.

Record Keeping

All concerns and complaints will be dealt with within 28 days. A record of complaints will be kept in the setting for the period of the Ofsted inspection cycle, this is usually 3-4 years. These will be accessible only to the parties involved and will be stored as confidential files.

In case of a complaint relating to Safeguarding Children, please refer to the Safeguarding Policy.