

Complaints Procedures



We aim to provide the highest quality education and care for all our children. We aim to offer a warm welcome to each individual child and family and to provide a warm and caring environment within which all children can learn & develop as they play. We believe that it is in the best interest of the settings and parents that complaints are taken seriously and dealt with fairly and in a way which respects confidentiality.

We believe children and parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes. Our intention is to work in partnership with parents and the community generally and we welcome suggestions on how to improve our group at any time. A complaint will be kept by the setting and will be made available to Ofsted at all inspections. Your complaints will always be taken seriously and dealt with promptly, therefore no aggressive or abusive behavior towards staff will not be tolerated and parents may be asked to leave and remove their children from the setting with immediate effect.

Making concerns known

- A parent who is uneasy about any aspect of the setting's or the care which their child is receiving should first of all talk over any worries & anxieties with the manager/deputy.
- Most complaints should be resolved informally
- If this does not have a satisfactory outcome within 2 weeks or if the problem recurs, the parent should put the concerns or complaint in writing.

Most complaints should be resolved informally at this initial stage.

- If the matter is still not sorted out to the parent's satisfaction, the parent should again contact the owners. At this point, if parent & group cannot reach an agreement, it might be helpful to invite an external mediator, one who is acceptable to both parties, to listen to both sides & offer advice. A mediator has no legal powers but can help to define the problem, review the action so far & suggest further ways in which it might be resolved.
- The mediator will keep all discussion confidential. S/he will meet with the group if requested & will keep an agreed written record of any meetings that are held & of any advice s/he has given

The involvement of a mediator represents the final stage in the complaints procedure.

- A parent can contact Ofsted direct –
Main office: The National Business Unit
Ofsted
Piccadilly Gate
Store Street
Manchester M1 2WD

Or telephone: 0300 123 1231

Records of complaints will be retained for at least 3 years.