Complaints Procedure

Aim

We aim to provide a high quality, efficient and accessible service to parents/carers and children. At regular intervals the management and staff meet to discuss and review the daily running of the setting, as well as possible improvements to the services offered by the setting. However, from time to time you may have a concern about some aspect of your child's care or the setting. Usually, it should be possible to resolve any problems informally, as soon as they occur. If it is not possible to resolve your concern informally, we have a formal complaints procedure which must be followed and is set out below.

Procedure

Stage One

If you have any concerns about your child's care or the setting, you should raise them with a Manager. A straightforward informal discussion between those involved may be all that is needed to set things right. We hope that any issues of concern can be resolved at this stage.

Stage Two

The name, address and contact details of the committee's Nominate Person, who deals with the Complaints Procedure is displayed at the setting. At this stage the complainant should contact that person and report their complaint.

The Nominated Person will investigate your complaint within ten working days; we must provide you with an outcome within 28 days, unless the complaint relates to data protection in which case we will use the timescales advised by the ICO (Information Commissioners Office). You may be asked to attend a meeting which will be recorded in writing. This may include other people involved in your complaint such as staff or witnesses. You will be informed in writing of the outcome of your complaint.

Stage Three

If your complaint or concern has still not been resolved to your satisfaction, you must put your complaint in detail and in writing to the representative of the Nominated Person. We will acknowledge receipt of the complaint as soon as possible and will respond within 28 days, unless the complaint relates to data protection in which case we will use the timescales advised by the ICO. If there is any delay, we will advise you of this and offer an explanation. Again, this may involve asking you to attend a meeting which may be attended by other people involved. A

written record of the meeting will be made. The Nominated Person will be responsible for sending you a full and formal response to the complaint.

When acting on complaints, we will consider if any wider action or statutory reporting is needed and take appropriate action where needed.

If You Are Still Unhappy?

If you are unhappy with the result, and your complaint relates to one or more of the Early Years Foundation State Safeguarding and Welfare Requirements, you may raise your complaint with Ofsted:

Ofsted
Applications, Regulatory and Contact (ARC) Team
Piccadilly Gate
Store Street
Manchester
M1 2WD

Tel: 0300 1234666
Email: enquiries@ofsted.gov.uk
Website: www.ofsted.gov.uk

You can find out more about Ofsted's role here:

https://www.gov.uk/government/publications/information-for-parents-about-ofsteds-role-in-regulating-childcare

Manager: Jennifer Tighe, manager@schoolsouthenleaze.co.uk

Nominated Person: chair@schoolsouthenleaze.co.uk