



## **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 nominated Management Committee member 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 named Management Committee member is responsible for dealing with the complaint and is responsible for liaising between the complainant and respondent (person who has a complaint made about them) and (in the case of a child) the parent/carer. If appropriate there may be a meeting of all those concerned. The named Management Committee member needs to be responsible for keeping the complainant informed of developments.

#### **Stage Three**

If the complaint is still not satisfactorily resolved, then it should be put in writing to the Chair of the Management Committee, who will then keep the complainant informed of developments. Advice may be sought from appropriate organisations such as BAND, ACAS and Ofsted.

At all stages there should be agreement between all the parties concerned as to suitable time scales for action to be achieved. All parties concerned should be kept informed of events.



After seeking advice from BAND, the Chair of the Management Committee's decision will be final.

### **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](mailto:enquiries@ofsted.gov.uk)  
Website: [www.ofsted.gov.uk](http://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>

Name of Setting Manager: Jennifer Tighe, [manager@schoolsouthenleaze.co.uk](mailto:manager@schoolsouthenleaze.co.uk)

Registered Person: Helen Holm, [committee5@schoolsouthenleaze.co.uk](mailto:committee5@schoolsouthenleaze.co.uk)