



Complaints procedure policy

Statement of intent

Our setting believes that children and parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes. We welcome suggestions on how to improve our setting and will give prompt and serious attention to any concerns about the running of the setting. We anticipate that most concerns will be resolved quickly by an informal approach to the appropriate member of staff. If this does not achieve the desired result, we have a set of procedures for dealing with concerns.

Aim

We aim to bring any concerns about the running of our setting to a satisfactory conclusion for all of the parties involved.

Methods

To achieve this, we operate the following complaints procedure.

Stage 1

Any parent who has a concern about an aspect of the setting's provision talks over, first of all, his/her worries and anxieties with the setting manager **Sarah Antelo**.

Most complaints should be resolved amicably and informally at this stage.

Stage 2

If this does not have a satisfactory outcome, or if the problem recurs, the parent moves to Stage 2 of the procedure by putting the concerns or complaint in writing to the setting manager and chair of the management committee **Amanda Johnson**

C/o The Parish office, St Mary Magdalene with St Martin, Canning Road, CRO 6QD

The setting stores written complaints from parents in a complaints log. However, if the complaint involves a detailed investigation, the setting leader may wish to store all information relating to the investigation in a separate file designated for this complaint.

When the investigation into the complaint is completed, the setting manager meets with the parent to discuss the outcome. This will be done in a reasonable time from receipt of complaint – all correspondence is recorded in the incident book and logged in the complaints folder.

Stage 3

If the parent is not satisfied with the outcome of the investigation, he or she requests a meeting with the setting manager and the chair of the management committee. The parent should have a friend or partner present if required and the manager should have the support of the chairperson of the management committee, or the deputy manager. An agreed written record of the discussion is made as well as any decision or action to take as a result. All of the parties present at the meeting sign the record and receive a copy of it.

Stage 4

If the parent/carers are still not satisfied at this stage they may then approach Ofsted with their complaint

Parents may approach Ofsted directly at **any stage** of this complaint's procedure.

The address and telephone number of our Ofsted regional centre are:



0300 123 1231

Clive House, 70 Petty France, London SW1H 9EX

Website: www.ofsted.gov.uk

These details are also displayed on our setting's notice board.

Records

A record of complaints against our setting and/or the children and/or the adults working in our setting is kept, including the date, the circumstances of the complaint and how the complaint was managed. The outcome of all complaints is recorded in the Complaints Record which is available for parents and Ofsted inspectors on request.

Signed.....

On behalf of the Management committee

Date.....