

COMPLAINTS AND CONCERNS PROCEDURE

Children, parents, students, volunteers and staff are entitled to expect courtesy and prompt, careful attention to their needs and wishes. Suggestions on how to improve the setting are always welcome.

In the event of a complaint against a member of staff, the Supervisor/Chairperson will investigate by talking to the parent(s) and/or staff members independently.

In the event of all written complaints, the provider must notify the complainant of the outcome of their investigations within 28 days of having received the complaint.

An incident report form will be completed and signed, a duplicate copy will be sent to the Committee Chairperson.

The person making the complaint will be made aware of the complaints procedure through:

- Ofsted Building Better Childcare
- Ofsted - Compliments, Concerns and Complaints
- Ofsted - Guidance for Parents Leaflet

All complaints records must be kept for 3 years.

The address of your local Ofsted Regional Office is:

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