



## Complaints



The aim of this policy is to provide parents/carers & visitors with information of how we deal with a complaint. At all times, this setting will deal with all complaints professionally following the guidelines of this policy.

- A parent who has any concerns or worries should first take it up with the manager. If there is not a satisfactory outcome within a week or the problem re-occurs, the parent should ask for a meeting with the Managers where it should be resolved within 28 days.
- Every complaint is recorded in The Complaints Book which is kept in the office and is available to visitors. A copy of the complaint will be given to the complainant.
- Discussion & investigation by the manager will hopefully resolve the situation, however, if the situation cannot be resolved or the problems still reoccur, parents should put the complaint in with OFSTED.

Email: [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)

Telephone: 0300 123 1231

Confidentiality will be maintained at all times and the confidentiality policy will apply at all times.

This policy will be on display for parents & visitors at all times. A copy of this policy will be included in the welcome pack.

Reviewed June 25 – K Addyman

Review January 26

