

Complaints Policy

Our primary goals are to offer high-quality, safe and consistent childcare for all children and their parents. We value comments, suggestions, and complaints as they can help us improve our practice. Our aim is to address concerns about our service to the satisfaction of all parties involved. To achieve this, we have developed a comprehensive policy.

Addressing Minor Complaints or Concerns:

Stage 1: If a parent or visitor feels uneasy about any aspect of our service, they can discuss their concerns directly with the main teacher/designated person.

Stage 2: If a satisfactory resolution is not reached at Stage 1 or if the issue persists, the parent may proceed to Stage 2 by submitting their concerns or complaints in writing. All complaints from parents are kept in our official complaints, compliments, and concerns folder. The designated person will investigate the complaint and meet with the parents to explain the outcome within 28 days of receiving the complaint.

Most complaints can typically be resolved informally during Stages 1 or 2.

Stage 3: If necessary, parents can request a meeting with the teacher/designated person, resulting in a written record of the discussion and any agreed-upon actions. All parties present at the meeting will sign the record, and each participant will receive a copy. The signed record marks the conclusion of this procedure.

Stage 4: If no agreement is reached during the Stage 3 meeting, an external mediator can be invited to assist in resolving the complaint. The mediator should be acceptable to both parties and will provide advice after listening to both sides. While a mediator has no legal authority, they can help define the problem, review the actions taken thus far, and suggest further resolution strategies.

Stage 5: Upon completing their investigations, the mediator, parents, and management hold a final meeting to reach a decision on the action to address the complaint. The mediator's advice informs the outcome, and the mediator may be present at the meeting if all parties find it helpful. A record of the meeting, including the decision and actions to be taken, is created. All participants sign the record, and each receives a copy. The signed record signifies the conclusion of the procedure.

Addressing Serious Complaints:

For serious complaints, parents should contact the designated person/main teacher. Discussions and concerns are recorded, and appropriate actions are taken as necessary. Investigations may be initiated, and relevant agencies or individuals (e.g., hospitals, OFSTED) will be contacted to assist in resolving the complaint. Parents will be kept informed of developments and actions taken, all of which are documented along with the initial complaint.

Signed:

Date:

Review date: