



COMPLAINTS PROCEDURE FOR PARENTS

This is a guideline to the steps that should be taken if you have a complaint or grievance.

We have an open door policy at all times

In the first instance any queries, complaints, or concerns should be discussed with the Key worker. This may be when you drop off or collect your child, and privacy can easily be arranged upon request.

If you are unhappy that your concern is not being addressed then it would be appropriate to speak to the Senior member of staff.

If you still feel unhappy please ask to speak to Mrs J Midwinter. The Senior member of staff may suggest that this is an appropriate step.

Mrs Midwinter and/or the appropriate Senior, will arrange a mutually convenient time for an appointment to discuss your concerns fully, involving any staff as necessary. It may also be deemed necessary at this stage to acquaint Miss Sally-Anne Gregory and/or Mr & Mrs Murkin with the information to date.

The next stage, if deemed appropriate, would be for Mr or Mrs Murkin to arrange to meet you as soon as an appointment to discuss the situation can be arranged. Dependent upon the nature of the concern they may contact you by telephone.

Alternatively you may wish to put your concern or complaint in writing. All written complaints will be investigated and the complainants informed of the outcome within 20 days of having received the complaint.

Mr and/or Mrs Murkin will confirm all discussions and outcomes in writing. A written record of all complaints and their outcomes is kept.

Any formal complaint i.e. written complaint that relates to the National Standards will be referred immediately to Mr & Mrs Murkin and fully investigated. A written response will be given within 20 days.

You may present your concern or complaint to Ofsted should you wish. Their help line number is 0300 123 1231 and their e-mail address is enquiries@ofsted.gov.uk

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- Caring for you by caring for your child -