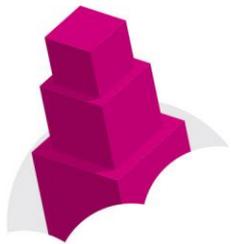




## **CONCERNS, COMPLIMENTS AND COMPLAINTS POLICY**

### **Aim**

We aim to share information with parents/carers and children; and let parent/carers and children know they can share information with us and be confident that the information shared will only be used for the benefit of the child. We also make sure that any information shared is done so whilst respecting the privacy of children and their parent/carers.



- The Principal is responsible for managing any complaints made against the school.
- All complaints are taken seriously and receives prompt attention, we will endeavour to resolve the issue quickly, in the first instance we will hold an informal discussion with the staff/key person or manager
- We will ask for the complaint to be put in writing and this will be recorded in our complaints file, which is kept in the office
- Complaints are recorded and reported to Ofsted by the Principal
- If the complaint made has child protection implications our child protection procedure will be followed
- We also record all compliments made to us weather verbal or written
- All staff are told of the compliments

If there is an allegation made against a member of staff the following procedures will take place:

- It is essential that the complaint receives prompt, courteous attention and is assured that the complaint will be treated seriously
- The complaint will be investigated by the Principal to ascertain the nature of the complaint
- Depending on the seriousness and nature of the complaint on one or more of the following will be informed. PLA fieldworker, Ofsted



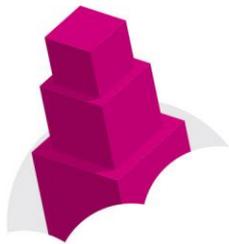


- Where possible the person involved must be treated courteously and professionally.
- Are discipline and grievance procedure will be followed.

### **Record of complaints**

It is important that all complaints are dealt with fairly and promptly. We record the following information:

- The nature of the complaint
- The action taken initially
- Any action later
- The person responsible for investigating
- The time scale
- A review of the effectiveness of the action taken
- who has a copy of the complaint record including a written record of the outcome



If a complaint is received (including from a parent/carer or Ofsted) all the paperwork will be filled until the next Ofsted inspection

### **Making a complaint to Ofsted**

Any parent/carer can, at any time submit a complaint to Ofsted about any aspect of registered childcare provision. Ofsted will consider and look into all complaints received. There is a poster on the parent's notice board explaining how to make a complaint.

Most complaints are resolved through discussions with the Manager or Principal. If the issue cannot be resolved through discussion, then a formal complaint can be made in writing or by email.

Children Act Regulation – you must investigate all complaints made in writing or in electronic form from parents/carers where these relate to one or more of the welfare requirements. You must provide the parent/carer who made the complaint with an account of the findings and of any action taken as a result within 20 days. You must make a written record of complaints, any action taken and the outcome of any investigation, and provide a summary, on request, to any parent/carer





of a child for whom you act as a daycare provider, and Ofsted. Records must be retained for a period of at least three years from the date on which the record was made.

Ofsted: [www.ofsted.gov.uk](http://www.ofsted.gov.uk)

Tel: **0300 123 1231**

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

Ofsted

Piccadilly Gate

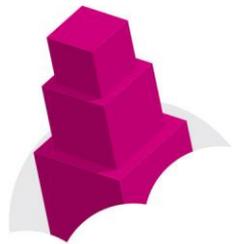
Store Street

Manchester

M1 2WD

Surrey Safeguarding Children's Board (SSCB)

[www.surrey.gov.uk/safeguarding](http://www.surrey.gov.uk/safeguarding)



Citizen's Advise Bureau:

[www.citizensadvise.org.uk](http://www.citizensadvise.org.uk)

Family Information Service: 0300 200 1004

