



COMPLAINTS AND CONCERNS PROCEDURE

Catkins Preschool

July 2022

Complaints and Concerns Procedures

Catkins Preschool prides itself on the quality of our care and aims to offer the highest standard of service in all areas. Complaints received about any aspect of our service will be taken seriously and processed according to our procedures. We aim to bring all concerns raised to a satisfactory conclusion for all the parties involved.

To achieve this we operate the following complaints procedure:

Stage 1

Any Parent/Carer that has a complaint or concern about any aspect of the setting's provision may be able to resolve the problem simply by speaking with the individual concerned or the manager, Amy Davey if deemed appropriate, if not the owner, Anne Phillips should be approached.

Stage 2

If informal discussions of a complaint have not produced a satisfactory resolution to the situation, parents/carers should put their complaint in detail and in writing to the managers. Relevant names, dates, evidence and other important information on the nature of the complaint should be included.

Stage 3

The preschool will acknowledge receipt as soon as possible and fully investigate the matter within 28 days. The preschool will send a full formal response regarding the complaint. The response will include recommendations for dealing with the complaint and for any actions/outcomes or amendments to the Policies and Procedures emerging from the investigation.

If the managers have good reason to believe that the situation has safeguarding implications, they will follow procedures set out in our Safeguarding Policy. If any party involved in the complaint believe that a criminal offence has been committed, then they will contact the Police.

Parents and carers can submit a complaint to Ofsted at anytime about any aspect of the registered childcare provision. Ofsted will consider and investigate all complaints received. The contact details for Ofsted are:

The Complaints Manager Ofsted

Piccadilly Gate

Store Street

Manchester

M1 2WD

Telephone 0300 123 1231 (complaints line)