

Concerns & Complaints

Concerns and Complaints Policy

We aim to provide a high quality of childcare and education to all children and families, but recognise that parents/carers may occasionally have concerns and we hope that through the good relationship developed with parents, any concerns will be expressed, discussed and a solution agreed promptly. It is our hope that every attempt should be made, in the first instance, to resolve a complaint informally, through prompt, direct and sensible dialogue. However the following policy exists to provide a formal and clear framework for considering a complaint should you be dissatisfied and wish to take your concern/complaint further.

Complaints/Concerns raised by Parents/Carers

Stage One

1.1 When a parent/carer has been unable to resolve a problem informally they should make an appointment to see one of the following to discuss the issue:

I) Childcare Manager

II) Director

1.2 One of the above will arrange to see the parent/carer as quickly as possible and within 5 working days of being advised of the complaint. The Childcare Manager or Director will meet with the parent/carer to discuss the problem and will then go and investigate the issues raised and will normally give the parent/carer a verbal response within 5 working days of the problem being presented. The nominated investigator will confirm the reply in writing (within the 5 working day limit). Where the initial response cannot be given within 5 days of the meeting the Childcare Manager or Director will contact the parent/carer to explain the reason for the delay and when they expect to be able to respond to the complaint.

1.3 If the parent/carer is not satisfied with the reply given by any of the above they are entitled to appeal against the outcome under stage two.

Stage Two

1.4 It is to be expected that most problems can be resolved via informal conversations, or stage one of the procedure. Where the matter is not resolved however it may be referred to a member of the College's Senior Management team for final adjudication. To do this the parent/carer should submit a written statement detailing the complaint and explaining why they are not happy with the outcome of the first stage.

1.5 The College's representative will meet with the parent to review the cause of concern and will investigate further if necessary, normally within 5 days of the initial stage two meeting, to confirm their decision and the reasons for it. The decision will be confirmed in writing.

1.6 A parent may contact Ofsted at any point of the complaint/concern being raised, or should they be unhappy with the final decision. Details of how to make a complaint and Ofsted's role can be found on their website. The contact details for Ofsted are:

Address: Applications, Regulatory and Contact (ARC) Team, Ofsted, Piccadilly Gate, Store Street, Manchester, M1 2WD

Email: enquiries@ofsted.gov.uk Telephone; 0300 123 4666

NOTE: At all stages of the procedure the parent/carer is entitled to be represented by a fellow parent of the Childcare facilities if this will help them put their case across.

The requirement for a written submission from the parent/carer has been omitted from the first stage but if the parent/carer would find it easier to submit the reasons for the complaint in writing in advance of the meeting this is perfectly acceptable