

COMPLIMENTS AND COMPLAINTS POLICY AND PROCEDURE

Our aim is to provide a good quality childcare service for all our children. We understand that on occasions you may like to comment on the service that we provide. We are very happy to receive feedback about our service, and will use this to review and make changes to our practice. We strive to maintain an open and honest culture and parents are welcome to give feedback, both positive and negative, either face to face, via email or through the suggestions and comments form in the foyer.

If however a parent wishes to make a complaint, they are requested to approach the manager as soon as possible. They can do this face to face, by telephone or in writing. Our contact details are as follows:

Croft Corner Forest School Nursery, Holy Trinity Parish Centre, 61 Dobicroft Road, Telephone: 0114 235 6030.
Email: info@forestschoollnursery.co.uk

Parents will not be disadvantaged by raising a complaint.

Record Keeping

All complaints received will be recorded and dated in the complaints file. After a complaint has been resolved, the outcome will be recorded in the complaints file against the original complaint.

Our Responsibilities

We take responsibility for ensuring that all concerns and complaints are dealt with immediately. We will investigate all written complaints relating to our fulfilment of the EYFS requirements and notify the complainants of the outcome of the investigation within 28 days of having received the complaint. We will also establish that any concerns or complaints made are not of a malicious nature. Any complaints we receive which are of a malicious nature will be reported to the police.

Ofsted

Ofsted (the Office for Standards in Education) is responsible for making sure our childcare setting reaches the right standards. If parents have a serious complaint, or if they feel that we have not provided a satisfactory response to their complaint, they have the right to contact Ofsted.

Their contact details are as follows:-

Ofsted, Picadilly Gate, Store Street, Manchester, M1 2WD., Tel: 0300 1231231.

website: www.ofsted.gov.uk/parents

Safeguarding Concerns

In situations regarding alleged abuse, our Child Protection/ Safeguarding Policy will take precedence over the Complaints procedure. In this instance, parents should contact the Local Authority Designated Officer (LADO) as soon as possible via the Sheffield safeguarding Children Advisory Service (Mon-Fri 9-5) on 0114 205 3535 or telephone the Out of Hours Social Work team on 0114 2734855. Parents should also report your concern to Ofsted as above.

/December 2015