

Complaints Procedure

How to make a complaint:

- If you have any reasons for concern or are unhappy about any aspect of our service, you should in the first instance raise the matter with the senior officer in charge of the room. We urge you to do this as soon as you have a concern as often a misunderstanding can be sorted out quite quickly. (We refer to complaints made to senior person in charge as Stage One.)
- If you are not satisfied with the way your concerns have been addressed, you should refer the matter to the Manager / Nominated Person, who will log all the complaints for monitoring purposes. The Manager / Nominated Person will respond to your complaints within 24hours. (We aim to resolve all complaints at this stage, Stage Two.)

We have categorised complaints into 10 standards:

- Standard 1: Suitable person
- Standard 2: Organization
- Standard 3: Care, Learning and Play
- Standard 4: Health and Safety
- Standard 5: Equal Opportunities
- Standard 6: Behaviour
- Standard 7: Working in partnership with Parents and Carers
- Standard 8: Child Protection

Office for Standards in Education (Ofsted):

If the complaint involves Standard 8 (Child protection) the Manager / Nominated Person will report this complaint to Ofsted within 14 days:

As a user of our services you have a right to contact Ofsted at any time during a complaints process.

Normally Ofsted would want you to complete the internal process but they will be happy to advise you at any stage.

Ofsted registers and inspects childcare services for children aged from birth to 17 years. Registered providers have to meet requirements that relate to safety, the people providing the care and the organisation.

Further information is available from the Ofsted website: www.ofsted.gov.uk.

Contact details:

Ofsted Complaints and Enforcement team
Tel: 030 0123 1231
The National Business Unit
Piccadilly Gate
Store Street
Manchester
M1 2WD

Thank you
Child Prodigy