

Complaints Procedure

The Ark is committed to providing a safe, stimulating environment ensuring a consistent and accessible service that meets the needs of the children and families attending.

We welcome suggestions on how to improve our setting and we will give prompt and serious attention to any concerns about the running of the setting.

It is the hope of The Ark that all concerns will reach a satisfactory conclusion for all concerned. To help us to achieve that outcome the following procedure will be followed.

Stage 1

- Any parent /carer who have a concern about any aspect of the setting are encouraged to discuss this with the owner/manager.
- Most complaints should be resolved informally at this stage.
- The complaint and outcome will be recorded, in the complaints log.

Stage 2

- If the parent/carer is not satisfied with the response/outcome the parent/carer will proceed to stage 2 and put the complaint in writing to the owner. Complaints forms and procedure can be provided on request.
- The written complaint will be stored within the child's personal record and recorded in the complaints log. This is a requirement of Early Years Foundation Stage.
- The proprietor will investigate the complaint and record a detailed account of how the complaint is resolved.
- The setting will formally acknowledge the complaint within 5 working days.
- When the complaint has been investigated the owner will notify the complainant, of the outcome, within 28 days of receipt of the written complaint.

Stage 3

- If the parent/carer is not satisfied with the outcome of the investigation he/she should request a meeting with the owner.
- The complaint will be discussed and a written record of the discussion and of the agreed decision or action made.
- All parties present at the meeting will sign and date the written record and receive a copy. The record will be stored with the child's records and the complaints log in.
- The signed record signifies that the procedure has concluded.

Stage 4

- Should the matter remain unresolved, OFSTED can be contacted at the following address:

OFSTED
enquiries@ofsted.gov.uk

Tel: 0300 123 4666

The complaints procedure and above details will be displayed prominently within the setting.

Parents may approach Ofsted directly at any stage of this complaint procedure.

In addition, where it is deemed that there is a breach of the setting's registration requirements, it is essential to involve Ofsted, as the registering and inspection body, who has duty to ensure the national standards for day care are met.

If a child appears to be at risk the setting will follow the procedure of the Lincolnshire Safeguarding Children's Board. In these cases, the setting owner will work with Ofsted and/or the Safeguarding Children's Board to ensure investigation of the complaint, followed by appropriate action.

All complaints against our setting, and or the children and/or the adults working in our setting will be recorded in detail in the complaints log which will be made available to parents and Ofsted inspectors.

The Ark will have regard to the Confidentiality Policy when addressing complaints and the sharing of information with others.

The owner is responsible for managing complaints.