

Complaints Procedure

Sunflowers Pre-School and Out of School Clubs is committed to providing the highest quality childcare and will strive to ensure any concerns or comments whether positive or negative are reflected on and dealt with accordingly. If at any point despite conversations in private or via email/telephone with the manager parents/carers are still dissatisfied with the outcome, this is the procedure to follow: -

* In the event of a concern raised by a parent/carer the manager must be informed as soon as possible or ideally asked to speak to that parent/carer immediately.
* The manager will strive to resolve any matters verbally reassuring if necessary and indicating the steps that will be taken from that point.
* If matters cannot be resolved straight away or if things need to be investigated the manager will carry out an investigation and report back to the parent/carer within 24 hours unless there is a justifiable reason for needing longer.
* The manager will need to consider the safeguarding procedures of the setting and GDPR data protection restrictions when discussing information back to the parent/carer.
* If the parent/carer is still not satisfied with the response at this stage they can make a more formal complaint in writing. This will be recorded, and further investigation will be needed with a formal meeting to sit and discuss a possible action plan with the parents/carers going forward.
* If the parent/carer still isn’t satisfied with how the complaint is being dealt with they can report the complaint directly to OFSTED via an online reporting form or by the following number- 0300 123 1231
* There is a poster for parents with more information on the notice board in Sunflowers Pre-School.

| Policy date: 05/09/2018 | Review date: 05/09/201901.09.202401.09.2026 |
| --- | --- |
| Written by: Louisa Cowler (Manager) |  |