

Complaints Policy



Aim

To resolve concerns quickly and fairly.

Procedure

Stage 1 – Informal

- € Speak directly to Boots and Buds
- € Most issues resolved immediately

Stage 2 – Formal

- € Complaint submitted in writing
- € Response within **7 days**

Stage 3 – Escalation

- € If unresolved, contact Ofsted-enquiries@ofsted.gov.uk or 0300 123 4666

Recording

All complaints recorded and reviewed

- € keep written records for 3 years of any complaint, the investigation outcome and any action taken
- € respond (in writing, if requested) to the parent who made the complaint, setting out the findings of the investigation and any resulting actions – within 28 days of the complaint being made.