

## Complaints Policy and Procedure

At Little Oaks we aim to work in partnership with parents and carers to provide a safe, stimulating and happy environment for all children in our care.

As part of this we take our complaints procedure seriously and welcome constructive criticism.

We therefore have the following procedure in place.

- In the first instance most complaints should be made verbally to a key person. Wherever possible it is hoped that most complaints can be resolved "informally" at this stage and that no further action will be necessary.
- If a parent or carer is not satisfied with the response they receive then the complaint should be taken to the Setting Manager. Again it is hoped that most can be dealt with verbally at this stage although it will, on occasions, be more appropriate for both the complaint and the response to be in writing.
- If a parent or carer is not satisfied with the response they receive then the complaint should be taken to the Chairperson of the Management Committee. At this stage all complaints must be put in writing and any subsequent meetings will be minuted and followed up with a written response. The current Chair is Hannah Freeman.
- If a parent or carer is not satisfied with the response they receive then the complaint should be made, in writing, to OFSTED at the address below. At this stage, OFSTED and Little Oaks will enter into a dialogue to try and find a satisfactory outcome. The parent or carer who has made the complaint will be kept informed, as OFSTED deem appropriate. OFSTED'S address will be displayed on both notice boards.
- In some instances a parent or carer may wish to "bypass" part of the procedure and at Little Oaks we respect that as being their prerogative. However, dependent on the complaint it may be necessary to involve or inform other parties mentioned above.
- All complaints will be recorded by staff or the Chair of the Committee in the "Complaints and Concerns" book which will be kept in the cloakrooms. All names and other confidential information will be removed. The contents of the book will be reviewed monthly by the Chair and the Manager and shared with the Management Committee as appropriate. All parents and carers are welcome to read the above book at any time.
- A confidential complaints file will be kept in the office and written complaints will be filed in this. It is accessible to the Manager and Chair of the Committee at all times. However other staff members will only have access on a "need to know" basis.
- Copies of written complaints may also be kept with an individual child's records. These are kept in a locked cabinet.

- At Little Oaks we also encourage parents to give positive feedback and therefore display a comments and suggestions folder in the cloakrooms. Feedback is also welcomed termly via our parental satisfaction questionnaires

See also: Safeguarding and Child Protection Policy.

Confidentiality Policy.

Discipline and Grievance Procedure

**OFSTED:** OFSTED, Piccadilly Gate, Store Street, Manchester M1 2WD

Helpline: 0300 123 1231

Email address: [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)

This policy was adopted at a committee meeting of Little Oaks held

on.....

Signed on behalf of the

committee.....

Role of

Signatory.....

Reviewed and updated Jan 11 (address change only)

Reviewed and updated April 2013.

Reviewed and updated March 2014, Oct 14