

# Complaints Policy

Sunny Socks are committed to providing a safe, stimulating environment ensuring a consistent and accessible service that meets the needs of the children and families attending.

## **Procedures:**

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. If parents/carers have any concerns about the setting or their child, in the first instance they should raise these with the Key Person on an informal basis during working hours. If after this they still have concerns then the formal complaints procedure should be followed. It is the hope of Sunny Socks Nursery School 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 has a concern about any aspect of the setting is encouraged to discuss this with the Manager.
- Most complaints should be resolved informally at this stage.
- The complaint and outcome will be recorded.

### 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 Director.
- All complaints will be recorded in the Complaints Log, which is a requirement of the statutory framework for the Early Years Foundation Stage.
- The Director 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 Director will notify the complainant of the outcome within 28 days of having received the complaint.

### Stage 3

- If the parent/carer is not satisfied with the outcome of the investigation he/she should request a meeting with the Director.
- The complaint will be discussed and a written record of the discussion and 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 in the Complaints Log.
- 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 Complaints Investigations and Enforcement Team (CIE) Picadilly Gate Store Street Manchester M1 2WD Telephone Number 0300 123 1231

Parents may approach Ofsted directly at any stage of this Complaints Procedure.