

COMPLAINTS POLICY

We aim to provide the highest quality education and care for all our children. We aim to offer a welcome to each individual child and family and to provide a warm and caring environment within which all children can learn and develop as they play.

We believe that parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes.


Our intention is to work in partnership with parents and the community generally and we welcome suggestions on how to improve our group at any time.

COMPLAINTS PROCEDURE

- *A parent who is uneasy about any aspect of KEYfs provision should first of all talk over any worries and anxieties with the Deputy Manager or Managing Director.*
- *If this does not have a satisfactory outcome within a couple of sessions, or if the problems recur, the parent should put the concerns or complaints in writing and request a meeting with KEYfs Deputy Manager and/or keyperson. Both parent and Deputy should have an observer present if required and an agreed written record of the discussion should be made and signed by both parties.*
- *If the complaint is not resolved to a satisfactory conclusion a written complaint can be made to the Managing Director. If the complaint is about the Managing Director, then a written complaint can be made to the Chair of Directors who will then have 28 days to act upon the complaint. The parent can always contact OFSTED on 0300 123 1231 at any time during this period.*

OFSTED 0300 123 1231

www.ofsted.gov.uk

Signed on behalf of KEYfs  Deb J Manns (owl)
January 2022