

THE ROLE OF THE REGISTERING AUTHORITY


In some circumstances, it will be necessary to bring in the registration and inspection regulator – OFSTED, who have a duty to ensure laid down requirements are adhered to. The registering authority would be involved if a child appears to be at risk or where there seems to be a possible breach of registration requirements. In these cases both parent and KEYfs management would be informed and work with OFSTED to ensure a proper investigation of the complaint followed by appropriate action.

We believe that most complaints are made constructively and can be sorted out at an early stage. We also believe that it is in the best interests of KEYfs and parents that complaints should be taken seriously and dealt with in a way which respects confidentiality.

This policy was updated at a meeting of KEYfs held in October 2016. Reviewed Jan 2019

Reviewed Jan 2022

Signed on behalf of KEYfs:-

.....  Deb J Manns (Owl)