



Home-grown in Malvern **Complaints Procedure**

We hope that you are happy with the service that we provide, but we appreciate there may be times when we are not offering you and your child(ren) the service that you require. We hope that you will feel able to discuss any concerns or issues that you may have with us directly.

We would like to inform parents that we are the first port of call for any areas of concerns parents feel need addressing. It is always hoped that any concern can be addressed and resolved through discussion with a member of staff.

If you would rather not talk in front of your child(ren) then we can arrange a more convenient time, for example in the evening or at the weekend. Complaints should be dealt with professionally and promptly to ensure that any issues arising from any complaint are handled effectively, and to ensure the welfare of all children.

Parents and carers have the right to know that any complaint will be dealt with appropriately and professionally. In the event of a minor complaint, parents and carers should initially address any concerns to a member of staff. In the event of a more significant complaint, parents and carers should address their concerns to a deputy manager or manager of the setting directly.

A record of complaints will be kept in the setting, and parents will be able to access this record if they wish to, however all personal details relating to any complaint will be stored confidentially and securely in our locked cupboard, and they will be only accessible by any other professionals that may be involved.

It is a requirement by Ofsted that all complaints are logged along with the outcome and any action taken. These records must be available to show an Ofsted Childcare Inspector if required.

If you feel that you are unable to talk to a member of staff or that after talking the matter remains unresolved then you can talk in confidence to:

The Family Front Door service on 01905 822666 Out of hours 01905 768020

If you wish to make a formal complaint then you can contact Ofsted on 0300 123 4666 or at enquiries@ofsted.gov.uk

Signed:

Date Reviewed: