



# FOREST VILLAGE KINDERGARTEN

## Complain Policy

In the event of a parent / carer wanting to complain about a member of staff or incident at Forest Village Kindergarten please follow the following guidelines.

- Speak to a member of staff or directly to management / owners about the complaint giving as much information as possible. If it is discussed with a member of staff then they will report the complaint to the manager / owners and complete a complaints form immediately. The manager / owners will acknowledge receipt of the complaint within 24 hours. The complaint will then be investigated and an action plan drawn up to address the issue. The action plan will be discussed with the complainant and agreed. This process will be recorded on the complaint form; all complaints will be resolved within 7 days of the complaint being made.
- Once made aware of the complaint the manager must record the complaint on the complaint log. This information is only available to owners / management.
- Anyone making a complaint should be handled effectively and be seen as an opportunity to evaluate the practice of the setting and improve quality.
- All complaints are discussed with all relevant staff, the issue is discussed and corrective action agreed, a date by which the action should be taken is also agreed. This is recorded on the complaint form and then discussed with the parent / carer, this information is also issued in writing.
- If the action has not been taken by the date agreed the manager should address the issue and identify why the action has not been taken, this should be recorded in writing and issued to the parent / carer.
- When the corrective action has been completed and the complaint has been resolved the parent / carer will be sent a complaint resolved letter within 7 days.

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

If you wish to make a formal complaint then you can contact the Ofsted Complaints and Investigation Unit on 0845 640 40 40

