

the children's house

Complaints Procedure

Early Years and Out of School Club

If a parent/carer has an issue either involving their individual child or the service as a whole, they should, in the first instance, raise the issue with the child's Keyworker. If the parent/carer feels unable or unwilling to raise the matter in this way they are advised to speak to the Nursery Manager / Out of School Club Co-ordinator.

Should the matter not be resolved, the issue should be made as a formal complaint in writing or by email. This will be brought to the attention of the Directors. It is the responsibility of the management team to investigate the complaint and record findings on the 'formal complaints form'.

The issue will be investigated fully and you will be informed of the findings of an investigation within 14 days of us receiving the complaint. If you are not satisfied with the way in which a complaint has been handled, you can make a complaint in writing, by telephone, fax or in person to any Ofsted staff. You can contact the OfSTED **Early Years Complaints Line** on **0300 1234234**. **Alternatively, you can contact OfSTED by post at:**

**Ofsted
National Business Unit
Piccadilly Gate
Store Street
Manchester
M1 2W**

Complaints forms will be kept in archive for three years.