

Complaints Procedure

(A copy of this and all other policies and procedures are available in large print on request)

If any child parent/carer, member of staff, volunteer or students has any cause for complaint the following action should be taken:-

- Speak to Ruth Rimmer who is the setting Manager.
- Christine Harris who is the setting parent partnership

Ofsted: Telephone: 0845 640 4040

Address: 3rd Floor North,
Royal Exchange,
St Ann's Square,
Manchester.
M2 7LA

If the complaint is of a Safeguarding nature, then the Safeguarding Policy should be followed.

- Should the complaint be of a Special Educational Needs nature, then the Parent/setting may ask other professionals for support
- A complaint form will be filled in
- All complaints no matter how large or small will be dealt with immediately and every attempt
- should be made to find a resolution
- Where possible all complaints should be resolved within 28 days
- All complainants should be made aware of the outcome (in writing were applicable).
- All resolutions should be recorded and held in confidence.

Dated: 29/10/2009

Review Date: 01/11/2010