**Complaint/ Concern Policy Ladybirds Barnstaple Ltd**

**October 2020**

**Statement of intent**

It is our intention to ensure that parents, guardians (and the like), of children in our care, should be able to raise issues, and expect that, prompt, consideration, of the issue raised, will follow.

We would hope, and expect, that most concerns will be resolved quickly by an informal approach to the appropriate member of staff. If this does not achieve the desired result, we have a set of procedures for dealing with issues that require escalation.

**Procedure**

In the event that an issue is formally raised, by use of our Complaints / Concerns Form, then our process for dealing with this is as follows:

* Complaint / Concerns Form Completed by individual
* Upon receipt (same day) LDL allocate lead manager to deal with the issue
* Summary details are logs on Complaint / Concern log
* LDL Lead communicates to complainant that the issue is being dealt with (within 48 hours)
* LDL Lead considers issue raised, and determines actions. (within 7 days)
* Form passes to Senior Management, who comment upon course of action, and review.
* LDL Lead, or Manager (if so decided) contacts Complainant, and explains intended actions

The intention is that the whole process should take no more than 10 days from complaint / concern raised. Most will be resolved within 2 days.

In the event that the feedback from the complainant is not satisfactory, or the issue is of significant importance, then the complainant will be invited to the office for a detailed review.

If the issue remains unresolved, then the complainant will be asked if they wish to submit the complaint in writing to Ofsted.

At all times any parent has the right to escalate a complaint to Ofsted directly without reference to the nursery.

In certain situations, it is appropriate to take immediate action following a complaint by parents or children. Depending upon the nature of the complaint we will advise the necessary authorities immediately (i.e. Police, Social Services, Ofsted) and request their assistance. Having fully investigated the complaint we will submit our response to the parent and all authorities involved in writing advising them of our findings and the corrective action taken.

Contact details for Ofsted:

Complaints, Investigation and Enforcement Officer

The National Business Unit,

OFSTED,

Piccadilly Gate

Store Street,

Manchester M1 2WD

E-mail: sw.rc@ofsted.gov.uk

OFSTED Complaints Helpline – 0300 123 1231