



Allsorts Childcare Complaints Procedure

Purpose

At Allsorts we believe in constantly developing our service. Any feedback, good or bad, helps us to understand more clearly what our parents/carers like and dislike about our service and things we need to change for the future.

This complaints procedure details the way in which parents/carers can make a complaint and the steps that will be taken to resolve any issues.

The Procedure

If a parent/carer wishes to make a complaint, the first point of contact should be to speak to the child's key worker or the Room Manager at the child's setting.

If you are unable to do this, parents can email admin@allsortschildcare.co.uk, write or telephone and will receive a response within 28 days.

All complaints are important to us, if something is wrong we need to be able to put it right or take action to ensure that the problem doesn't arise again.

Staff will carefully listen to concerns and try to settle the matter in a fair, fast and polite way. Complaints will be recorded to ensure they are dealt with appropriately.

Usually all complaints can be resolved quickly and easily, however if this is not the case and parents wish to pursue the matter further there are a number of steps you can take.

DIRECTOR

If your complaint is serious, or you feel unable to speak to the Room Manager of your child's setting, you can pass your complaint directly to one of the Directors for Allsorts.

You can do this by emailing admin@allsortschildcare.co.uk or writing your complaint and marking it FAO of Allsorts Director.



COMMITTEE

Allsorts is a community preschool – this means that it is managed by an elected committee on behalf of its members. Therefore, committee members may be contacted to make a complaint.

Complaints should be written and sealed in an envelope marked 'Confidential'. These will then be passed onto the Chair of the Committee.



OFSTED

Allsorts are regulated by Ofsted and any unresolved complaints may be forwarded to their regional office:

Ofsted
Piccadilly Gate
Store Street
Manchester
M1 2WD

Tel. No. 0300 123 1231



When a Complaint is Received

In the event of a complaint being received by a member of staff at Allsorts, the Childcare Director will be informed immediately.

The complaints form will be used to record the detail of the complaint and the form will then be filled out at each stage of the complaint.

The parent/carer will receive a response to their complaint within 28 days, after an investigation has taken place and a solution found.

If the parent/carer is not satisfied with the outcome of the investigation, they may write to the Committee or Ofsted.