



Complaints Procedure

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

The best way for a parent to do this is to talk to a staff member, the manager or the child's keyworker. If you are unable to do this, parents can 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. All 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.

1. 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. Please can these be written and passed to the committee through Allsorts (marked confidential and sealed)

Chairperson - Nicci Kimber
Secretary - Laura Pearson
Treasurer - Emma Knake

2. We are regulated by Ofsted and any unresolved complaints may be forwarded to their regional office

Ofsted
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