# COMPLAINTS PROCEDURE

At Kirsty's Little Treasures we believe that children and parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes. We welcome suggestions on how to improve our setting and we will give prompt and serious attention to any concerns about the running of KLT's. We anticipate that most concerns will be resolved quickly by an informal approach to myself. If this does not achieve the desired result, we have a set of procedures for dealing with concerns.

**Aims**

- We aim to bring all concerns about the running of Kirsty's Little Treasures to a satisfactory conclusion for all of the parties involved.
- We aim to treat all complaints seriously
- We aim to deal with all complaints sympathetically with the minimum of delay

To achieve this, we operate the following complaints procedure:

1. Firstly all parents and carers are encouraged to discuss any concerns with the manager, we will discuss the actions that need to be taken to resolve the concern.
2. If this does not have a satisfactory outcome, or if the problem reoccurs the parent/carer will be asked to put their concern into writing, this will be classed as a 'formal complaint' and will be recorded on the settings complaint form. Any complaints at this stage will be answered within 10 working days.
3. A meeting will then be held between the parent/carer and the manager. Within this meeting we will come to the conclusion that either the concern has been resolved or it is still ongoing. Whatever the outcome the meeting will be documented.
4. The concern will then be investigated once again and necessary action taken. Another meeting will then be held to discuss the outcome and whether it has been resolved, again all of this will be documented.

Parents may approach Ofsted directly at any stage of this complaints procedure. In addition, where there seems to be a possible breach of our registration requirements, it is essential to involve Ofsted as the registering and inspection body.

The contact details for Ofsted are:

Contact Number- 0300 123 1231
Email address- enquiries@ofsted.gov.uk

Address- New Business Unit
Piccadilly Gate
Store Street
Manchester
M1 2WD

**Records**

A record of complaints against KLT's and/or the children and/or the adults working within the setting will be kept. These records will include the nature of the complaint, the date it occurred, how the complaint was managed and by whom, the record will also state whether the complaint has been resolved or whether it is ongoing.

Parents & carers (including prospective parents & carers) will be able to look at the complaints log and summaries in the complaints file, but may not look at confidential material including actual complaints in writing from parents, as this would break confidentiality.

At KLT'S we believe that most complaints are made constructively and can be sorted out at an early stage. We also believe that it is in the best interests of the setting and parents/carers & staff that complaints should be taken seriously and dealt with fairly and in a way that respects confidentiality.

**Devised- January 2014**