



Complaints Procedure

Crèche

Play Service

Complaints Policy:

- All parents will receive a copy of this complaints policy/procedure.
- Additional copies of this policy/procedure will be available to parents on request.
- All staff will be made aware of this policy/procedure.
- We will deal with the complaint in a sympathetic manner

In the event of a complaint this procedure will be followed:

- The member of staff dealing with the complaint will complete the complaints form** which is forwarded to the crèche leader.
- If it is a minor complaint it will be dealt with on the spot.
- We will aim to deal with all complaints within 10 days of receipt of the complaint.
- You will be advised on the outcome of the complaint and the action they may be taken.
- Any serious complaints particularly concerning staff misconduct will always be referred to Social Services and Ofsted.
- All complaints records and their outcomes will be retained for a minimum of 3 years.
- Records will be stored confidentially and made available to Ofsted and/or Ealing Early Years upon request.

Ofsted

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E: enquiries@ofsted.gov.uk

write their own specific to their setting.

Ealing Early Years

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