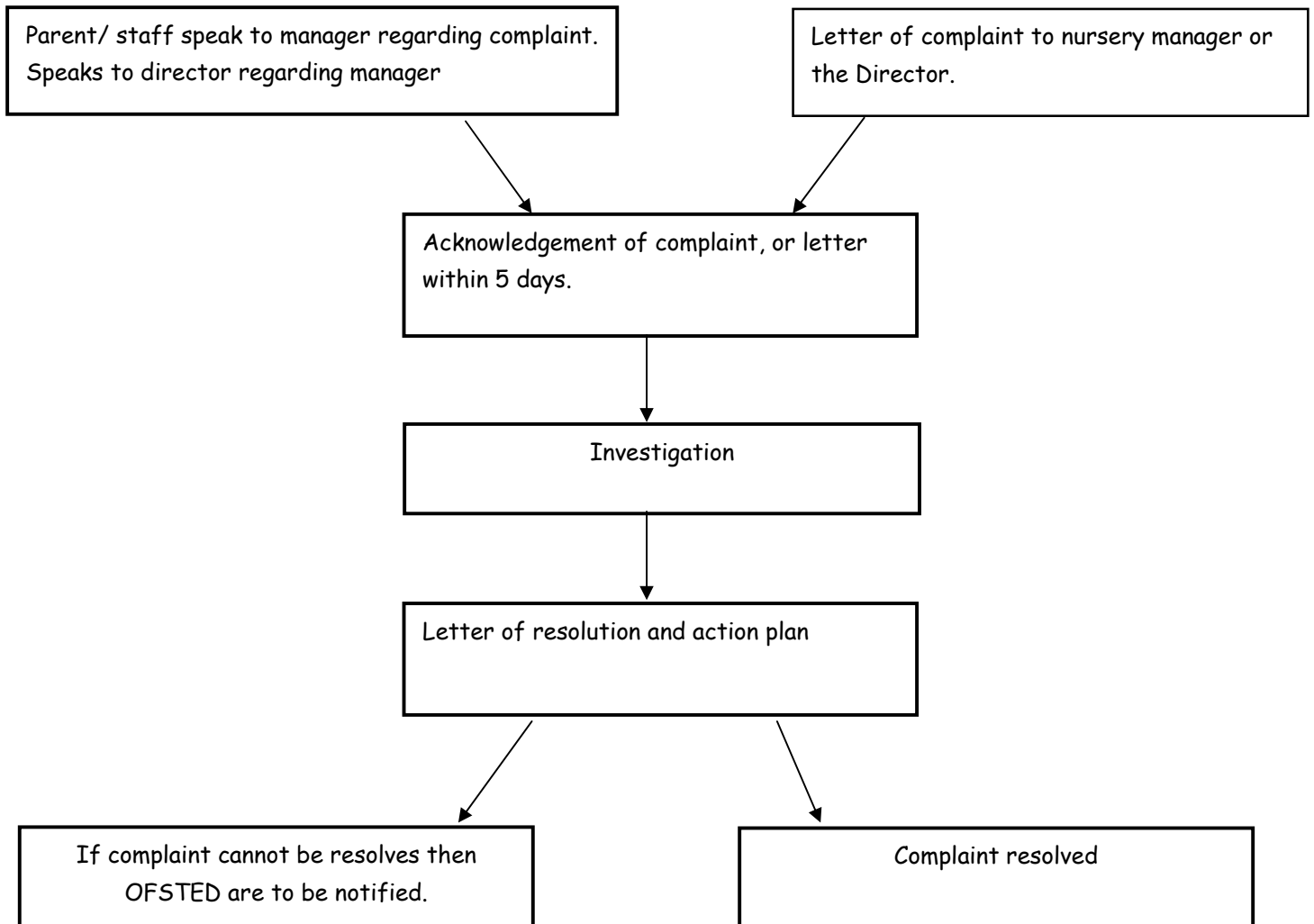




Complaints & Grievances Policy

At Twinkling Toddlers we welcome suggestions on how to improve our setting and will give prompt and serious attention to any concerns about the running of the setting. We anticipate that most concerns will be resolved quickly by an informal approach.

The outcomes of all complaints are recorded in the summary complaints file and are available to Parents, staff and OFSTED when requested.



Stage 1: Frontline resolution

On being contacted by a customer we have to determine whether the issue raised is a complaint and our staff will have to consider, on the basis of the four key questions listed below, whether the complaint is suitable for frontline resolution.

Frontline resolution should be completed and you should be advised of the outcome within **five working days of receipt of the complaint**, although the nursery expects that the resolution will be achieved as soon as possible.

In exceptional circumstances, where there are clear and justified reasons for doing so, the nursery may extend the timescale for resolution for a period of no more than a further five working days. The reasons for the extension will be communicated to you.

If we can't resolve the complaint at this stage, we will explain why and tell you that you can take your complaint to stage 2. You may choose to do this immediately or sometime after you get our initial decision

Stage 2: Investigation

A complaint will be escalated to this stage when

- Frontline Resolution was attempted but you remain dissatisfied.
- The issues are complex and will require detailed investigation.
- The complaint relates to issues that have been identified as serious, high risk or high profile.

Where a complaint has been escalated to stage 2, you will be sent an acknowledgement within **three working days** from the date on which the decision was taken to escalate it to stage 2.

You should be provided with a full and final response as soon as possible but not later than **20 working days** from the date on which the decision was taken to escalate it to stage 2.

In exceptional circumstances, where there are clear and justified reasons for doing so, the investigating person should try to agree an extension of the timescale for the response with the customer. If the customer does not agree to an extension but the reasons are unavoidable, clear and reasonable then the Head of Service or Executive Director can grant the extension.

The outcome of the investigation should be communicated to you, by letter or email, whichever is the preferred method of contact

Ofsted

The Nursery is regulated by Ofsted (The Office for Standards in Education). Any parent who feels their complaint has not been dealt with appropriately by the Nursery can contact Ofsted at the following address:

Ofsted Early Years Directorate, National business Unit 3rd floor, Royal exchange Buildings
St Ann's Square, Manchester, M2 7LA

Tel 03001231231 or by email: enquiries@ofsted.gov.uk

The outcomes of all written complaints are recorded in the 'complaints log book' which is available for parents and Ofsted inspectors on request.

Policy was:

Implemented		Reviewed		Amended	
Date:			Next Review Date:		
Manager	Shannon Ralph	Manager Signature			
Deputy Manager	Shabana Hussain	Deputy Signature			
Director	Sajid Hussain	Director Signature			