

6. Complaints Procedure

If a parent or carer has an issue either involving their child or the setting they should in the first instance raise the concern with either the child's key person, room leader or manager of the setting. If the parent or carer feels unable or unwilling to raise the matter with the staff they can then approach either;

**The Chair Person of committee using the email summertimecommittee@gmail.com
Or OFSTED**

Ofsted's powers here are limited: we cannot resolve disputes between you and the provider. Our role is to make sure that the childcare provider is following all registration requirements and take action if necessary. To complain about a childcare provider, get in touch with us at enquiries@ofsted.gov.uk or 0300 123 4666 or 0300 123 1231

Every effort will be made to resolve the matter within the setting. A formal complaint can either be made in writing or given verbally to the manager or deputy manager. It is then recorded in writing and signed by the appropriate parties. The issues will then be dealt with within the following appropriate framework and a record of the complaint and the outcome will be kept. Summertime will reply to a complaint in writing within 28 days of receiving it.

The following procedure will be adhered to

- A matter relating to an individual child should be discussed between parent/carers and the manager
- Should the matter not be resolved the issue will be brought to the attention of the committee who will meet with all parties
- If the matter raised relates to a general issue or policy issue then this should be shared with the manager who will report it to the committee for consideration
- Should the matter remain unresolved following the above procedures it should be referred to a specially convened panel consisting of a member of the committee, the manager, and an independent expert. The complaint should be submitted in writing to the panel and the person who complained should be given the opportunity to address the panel with additional information. The panel may also be required to submit written information for consideration.
- At all points through these processes all parties involved will be kept informed of progress and the group will inform OFSTED of the outcome if they have been involved

All written complaints will be held on file according to retention of information guidelines and the GDPR and will be available to OFSTED upon request.

Cathy White
Manager
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