

Policy on Complaints

At Kidzone we aim to provide the highest quality of childcare, offer a welcome to each individual child and their family and to provide a warm, caring environment in which all children can learn and develop as they play. If parents/carers do, however, have a complaint every effort will be made to respond quickly and appropriately in accordance with the following procedures:

If parents/carers have a complaint, they should contact the Manager/ Deputy Manager, who will work in partnership with staff and parents/carers to resolve the matter. It is hoped that in most cases, the matter will be resolved informally and to the satisfaction of both parties.

Written records of the complaint and the outcome will be placed in the complaints file.

Should the matter not be resolved within 14 days or in the event that a satisfactory resolution cannot be reached the complaint will be brought to the attention of the Head. The Head will decide, after considering the complaint, the appropriate course of action to take.

In most cases, the Head will meet/speak to the parents/carers concerned, normally within 7 days of receiving the complaint, to discuss the matter. If possible, a resolution will be reached at this stage.

The Head will keep written records of all meetings and interviews held in relation to the complaint. Once the Head is satisfied that, so far as is practicable, all of the relevant facts have been established, a decision will be made and parents/carers informed of the decision in writing. The Head will also give reasons for the decision.

In all instances the parents/carers will be notified of the outcome within 28 days of the complaint.

We believe that it is in the best interest of parents/carers that complaints should be taken seriously and in a way that respects confidentiality.

Complaints Helpline: 0845 640 4040

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