



Complaints Policy

We hope that you are happy with the service that we provide, but we appreciate there may be times when we are not offering you and your child the service that you require. We hope that you will discuss any concerns or issues that you may have with us directly. If you would rather not talk in front of your child, we can arrange a more convenient time, for example in the evening or at the weekend.

It is a requirement of Ofsted and LADO that all written complaints are logged, along with the outcome and any action taken. These records must be available to show a Childcare Inspector/LADO/parents/carers if requested/required.

We will record the following:

- The name of the person making the complaint.
- The nature of the complaint.
- The date and time of the complaint.
- Action taken in response to the complaint.
- The outcome of any investigation e.g. measures taken to improve the service.
- Details of information and findings given to the person making the complaint. These will have been provided within 28 days of the complaint, as per Ofsted's guidelines including any action taken.
- If the complaint is regarding safeguarding, then we will work in line with the safeguarding policies and procedures.

We will keep a summary of the complaint to provide, on request, to the parent/carer of any child for whom we act as a childcare provider, Ofsted, Local Authority and the LADO. This summary will not include the name of the person making the complaint. Records will be kept for twenty-one years.

If you feel that for any reason you cannot talk to us or an issue remains unresolved you can contact the Ofsted on 0300 123 4666 (calls can be made confidentially), or write to: enquiries@ofsted.gov.uk

Signed: _____

Date: _____

Review Date: _____

Shaw Village Pre School

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