



Adventure Pre-School – Complaints Policy

By sending your child to us at Adventure we know that we are taking on an important responsibility and that trust is important for this responsibility to work. If things go wrong it is very important that you talk to us directly about it.

Stage 1:

If you are unhappy or uneasy about any aspect of the pre-schools' provision and want to talk to someone other than your child's key carer please talk over your concern with the Manager, the Deputy Manager or the Assistant Manager.

Most complaints should be resolved amicably and informally at this stage.

Stage 2:

If you are not happy about:

- the response to your concern at stage one;
- if there is no improvement after agreed action has been taken or
- if a problem recurs

Please put your formal complaint in writing to the Directors of Adventure Childcare Ltd. They will respond in writing within 14 days with details of any investigation into the complaint and suggested action. This will be kept confidential and stored as a formal complaint.

Stage 3:

If this does not resolve the matter or if the complaint is complex or serious then a meeting will be arranged with the Directors of Adventure Childcare Ltd within 5 days of the complaint being received.

Stage 4:

If further mediation and dialogue is required to conclude the complaint process Adventure Childcare Ltd will engage with an external mediator to listen to both the complaint and the response. A written response to this meeting will act as a conclusion to the complaint.

Stage 5:

If the complaint is not resolved following the first four stages then Adventure Childcare Ltd will refer the complaint to the settings' regulatory body – Ofsted.

Parents have the right to contact Ofsted at any time regarding complaints about the pre-school but we would hope that an internal process would enable a satisfactory conclusion in the least disruptive way. If you do not believe that we are responding appropriately in relation to a matter of child protection then please contact Ofsted immediately.

Ofsted, Piccadilly Gate, Store Street, Manchester M1 2WD Telephone: 0300 123 1231

Our Ofsted number is **EY490176**