

## The Ark

### Complaints Procedure

If a parent /carer has an issue either involving their individual child or the Childcare facility as a whole, they should in the first instance raise the issue with the Childcare Manager.

If the parent/carer feels unable or unwilling to raise the matter in this way, they can approach either:

- a. the Parent representative on the Management Committee or
- b. the chair or other officers of the Management Committee or
- c. contact Ofsted on 0845 6014772 or write to the following address - Early Years Ofsted, National Business Unit, Royal Exchange Buildings, St Ann's Square, Manchester, M2 7LA or
- d. Dorset SureStart, Grove House, Millers Close, Dorchester, DT1 1SS, tel 0845 355 2099

In the first instance every effort will be made to resolve any matters within the Childcare setting.

**A formal complaint should be received in writing then the issues raised will be dealt with within the following appropriate framework and a record of the complaint and outcome will be kept. The Ark will endeavour to resolve formal complaints within 28 days.**

- a. A matter relating to an individual child should be discussed between the parent/carer and the Childcare Manager.
- b. Should the matter not be resolved, the issue will be brought to the attention of the Management Committee and a member of the Committee will meet with all parties involved.
- c. If the matter raised concerns a general or policy issue, it should first be raised with the Childcare Manager, who will report it to the Management Committee for consideration.
- d. Should an approach on general or policy matters be made via the Parent Representative or Officers it will be reported to the Management Committee for consideration.
- e. Should the matter remain unresolved following the above procedures it should be referred to a specially convened panel consisting of a member of the Management Committee, the Childcare Manager, and an independent expert (e.g. a representative of the Dorset Sure start Unit if appropriate). The complaint should be submitted in writing to the panel and the person who has complained should be given the opportunity to address the panel with any additional information. The panel may also require others to submit written information for consideration.

During this process all parties involved will be kept informed of progress and the group will inform Ofsted of the outcome if they have been involved.

A record of all complaints received is available on request for parents/carers.