

**Complaints Policy**

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| 1 | Summary | Complaints Policy | | | |
| 2 | Responsible person | Margaret Dennis | | | |
| 3 | Accountable SLT member | Caroline Knight | | | |
| 4 | Applies to | All staff  Support staff  Teaching staff | | | |
| 5 | Who has overseen development of this policy | Caroline Knight, Margaret Dennis and Governors | | | |
| 6 | Who has been consulted and recommended policy for approval | Senior leaders | | | |
| 7 | Approved by and date | 17.11.22 | | | |
| 8 | Version number | 4 | | | |
| 9 | Available on | Every | Y  N | Trust website  Academy website  SharePoint | Y N  Y N  Y N |
| 10 | Related documents (if applicable) | Thorpepark complaints procedure | | | |
| 11 | Disseminated to | Trustees/governors  All staff  Support staff  Teaching staff | | | |
| 12 | Date of implementation (when shared) | 17.11.22 | | | |
| 13 | Consulted with recognised trade unions | Y N | | | |

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# Introduction

* 1. This policy represents the agreed principles for complaints throughout the pre-nursery. This policy also links to Thorpepark Academy complaints procedure.

# Aim of the policy

* 1. At Little Jumping Beans we aim to provide the highest quality education and care for all our children. We aim to offer a warm welcome to each individual child and family and to provide a warm and caring environment within which all children can learn and develop as they play.
  2. We believe children and parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes. Our intention is to work in partnership with parents and the community generally and we welcome suggestions on how to improve our group at any time.
  3. We believe that most complaints are made constructively and can be sorted out at an early stage. We also believe that it is in the best interests of the pre-nursery and parents that complaints should be taken seriously and dealt with fairly and in a way that respects confidentiality.

# Implementation of the policy

* 1. A parent/carer who has any concerns regarding the setting or their child should first of all talk over any worries and anxieties with Margaret Dennis (Pre-Nursery Manager) or Catherine Cruickshank (Deputy Manager).
  2. If this does not have a satisfactory outcome, or if the problem recurs, the parent should put the concerns or complaint in writing and request a meeting with the Head of School. In this instance, Thorpepark Academy complaint procedures should be followed.
  3. Most complaints should be resolved informally or at this initial stage.
  4. Any complaint made regarding the setting will be documented on CPOMs. in the complaints log with the date, name of child, parent, complaint and outcome.
  5. Complaints will be filed for three years.
  6. A parent has the right to contact the Ofsted helpline if they so desire. Providers must provide Ofsted, on request, with a written record of all complaints made during any specified period, and the action which was taken, as a result of each complaint.
  7. The address is:

Ofsted

Piccadilly Gate

Store Street

Manchester

M1 2WD

0300 123 1231