

Little Acorns Concerns & Complaints Procedure

Little Acorns URN: EY449725

We aim to work co-operatively and in harmony with parents, however if you have a concern or a complaint regarding any aspect of Little Acorns or any person/s involvement with Little Acorns please speak to the manager or a senior member of staff where this may be resolved. All concerns and complaints are dealt with in the strictest confidence, promptly, equally and fairly.

However there may be occasions when a parent wishes to make a formal complaint about the service provided. In this instance the following procedure should be followed;

- Speak to the manager or deputy manager as soon as possible
- A complaints form will be completed
- The manager/deputy manager will discuss the complaint with you
- Where it is considered necessary outside agencies may be consulted
- We will investigate all complaints made in writing or in electronic form from parents where these relate to one or more of the Welfare Requirements
- We will provide the parent who made the complaint with an account of the findings and of any action taken as a result within 28 days
- We will make a written record of the complaint, any action taken and the outcome of any investigation, and provide a summary on request to any parent of a child for whom we provide day care. A summary will also be sent to Ofsted and the local authority
- Records will be retained for a period of three years from the date which the record was made

We hope that this procedure will assist in dealing with any complaint, resolving in mutual agreement by all parties.

Should you wish to contact Ofsted the contact details are as follows;

**Ofsted
Piccadilly Gate
Store Street
Manchester
M1 2WD
Tel: 0300 123 1231**

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Reviewed as relevant January 2016 - Ellen Spencer