



Complaints Policy & Procedure

Acorns2Oaks (A2O) believes that children, parents and service users are entitled to expect courtesy and prompt, careful attention to their needs and wishes. In order to achieve this, we need you tell us when we get things wrong. We want to help resolve your complaint as quickly as possible. We handle any expression of dissatisfaction with our service which calls for a response as a complaint. We listen to your complaints, treat them seriously, and learn from them so that we can continuously improve our service. Complaints will be dealt with promptly, politely, and with respect and within given timescales.

Complaints Procedure

1. Complaints will be taken in person, in writing or by telephone by a member of the management team/senior workers.
2. Formal complaints should be written down in as much detail as possible, including names of people the complaint has been already been taken to.
3. Complaints can be made anonymously although a name and contact details would help for further investigation.
4. Initial complaints will be dealt with by our Early Years Managers, Sidra Abbas (Canterbury), Marjorie McFee (Peppermint) and Lauraine Nicholson (Head Office) in writing within 5 working days of the complaint being made. A verbal response will be made within 2 working days.
5. If you feel that your complaint has not been dealt with in a satisfactory manner, this should be escalated to Lauraine Nicholson, Chief Executive.
6. Whistle blowing is supported when reporting concerns of actual or possible unethical, illegal or unprofessional conduct by anyone within the organisation. Complaints should be reported through normal line management. Please see A2O Whistle Blowing Policy
7. Data Protection complaints or concerns can be raised with A2O Data Protection Officer, Gaynor Murphy or directly with the Information Commissioners Office (ICO).

The role of the Office for Standards in Education, Early Years Directorate (Ofsted)

Parents may approach Ofsted directly at any stage of this complaints procedure. In addition, where there seems to be a possible breach of our registration requirements, it is essential to involve Ofsted as the registering and inspection body with a duty to ensure the requirements of the EYFS are being adhered to. The address and telephone number of our Ofsted regional office is:

Ofsted, Piccadilly Gate, Store Street, Manchester, M1 2WD

Telephone: 0300 123 1231

Email: enquiries@ofsted.gov.uk

Or online: <https://contact.ofsted.gov.uk/online-complaints>

This policy will be reviewed when changes arise. A copy of this policy can be obtained from the Nursery Offices or downloaded via our website.

COMPLAINTS PROCESS

