

VOYAGE @ FLASH LEY.

COMPLAINTS POLICY

Our Early Years provision believes that parents/ Carers and staff are entitled to expect courtesy and prompt, careful attention to their needs and wishes. We welcome suggestions on how to improve our provision, and will give prompt, serious attention to any concerns about the running of the setting.

AIM

We aim to bring all concerns about the running of Voyage to a satisfactory conclusion for all parties involved.

Objectives

To achieve this we operate the following complaints procedure: -

1. Anyone with concerns over the running of Voyage should first be encouraged to speak to the Extended Services Manager in order to resolve the issue informally.
2. Any concern or complaint that cannot be resolved informally with the Extended Services Manager should be made in person or in writing to:-

Mrs J Banks
Flash Ley Community Primary School and Nursery,
Hawksmoor Road, Rising Brook,
Stafford, St17 9DR

3. Anyone with an unresolved complaint has the right to appeal to the Chair of Governors at Flash Ley Community Primary School.

Mrs Wilson
Flash Ley Community Primary School and Nursery,
Hawksmoor Road, Rising Brook,
Stafford, St17 9DR

4. A written record of all meetings including the decision on the action taken is made. Everyone present signs the records and receives a copy.

Parents may approach Ofsted at any stage of this complaint's procedure:

Ofsted
Aviation House
125 Kingsway
London
WC2B 6SE

Tel: 0300 123 1231

enquiries@ofsted.gov.uk

Any record of complaint against Nursery or Voyage is kept, including the date, the circumstances of the complaint and how the complaint was managed.

We notify our Local Authority Designated Officer (LADO) with any relevant information about people who pose a risk to the children in our care or if any allegation is made against a member of our staff.

We inform Ofsted of all allegations of serious harm or abuse.

	Extended Services Manager	
	Deputy Manager	
	Chair of Governors	