

May 18

## Compliments, Concerns and Complaints Procedure

In accordance with our regulations under Ofsted and fulfilment of the E.Y.F.S (2014) requirements. We believe in bringing all concerns to a conclusion as quickly as possible for all parties involved. Our procedure is as follows:-

If a parent/carer has an issue involving their individual child we encourage you to proceed as follows:

1. Your child's Keyperson.
2. The Pre-school Manager.
3. Ofsted Tel : 0300 123 1231

If the issue is regarding Pre-school as a whole, raise it with:

1. The Pre-school Manager.
2. Ofsted Tel: 0300 123 1231

On all occasion the Ofsted number may be contacted by parents and carers without going through the exhaustive list.

### **COMPLIMENTS**

Sacred Steps Pre-school is committed to continuous improvement of the practice, in order to do this we openly welcome any compliments or suggestions that you may have to improve the service we offer to you and your child. Please let us know your views by filling in our questionnaires or writing your comments in our book located in the entrance lobby.

### **Complaints and Enforcement**

We believe that most complaints both verbal and written are made constructively and can be sorted out at an early stage through investigation. We hold a summary log of complaints that are filed as confidential. This is in line with our Privacy Notice and the Data Protection Regulations GDPR (2018). This log will not disclose who has made the complaint or who it relates to if applicable. Parents and Ofsted can request to see them at any time. All actions and outcomes of both written and verbal complaints will be notified and made available to persons who made the complaint within 28 days.

### **Contact address**

Ofsted  
National Business Unit  
PICCADILLY GATE  
STORE STREET  
Manchester  
M1 2WD

Tel: 0300 123 1231

[www.ofsted.gov.uk](http://www.ofsted.gov.uk)