



Comments and Complaints Policy

At Kingfisher Preschool our aim to provide a safe, stimulating, enriching and caring environment for our children to grow and develop in. We ensure that the children attending our setting and their families feel welcomed and valued. Kingfisher Preschool would like all parents to feel involved with the setting to ensure that all children's needs are identified and met.

We have a very open relationship with our parents and carers. Therefore, we very much welcome all comments from our stakeholders about the standard of care that we offer. We understand that comments, either positive or negative will help us to improve the standard of our provision.

While our aim is that our parents and carers will be happy with the standard of care their children are receiving, we do understand that complaints may arise. If a parent or carer wishes to make a complaint then they are encouraged to either speak to the setting Supervisor or Manager, or put their grievances in writing. The manager of the setting will deal with the matter appropriately and notify the parents or carers of the outcome within 28 days.

However, if a parent feels that the Manager has not adequately dealt with the complaint then they can next go to the Chair of the Trustee Committee (Geoff Snowden) to discuss any concerns.

Following this, then an outside mediator can be bought in if the parents still do not feel their complaint is not resolved.

If our internal, and external processes have not produced a suitable outcome for the parents or carers, then OFSTED can be contacted via an online form at:

<https://contact.ofsted.gov.uk/online-complaints-ofsted?q=online-complaints-ofsted>

Ofsted, on receipt of a complaint with allocate and investigating officer who will contact the parents or carers involved to discuss the issue and determine if it can be resolved quickly. If not, then Ofsted will investigate and send a written response addressing the concerns within 30 working days.

