

## **Complaints Policy and Procedure**

If any parent/carer should have cause for complaint they should in first instance take it up with the Manager in charge at Banstead Bunnies Pre-school- Mrs Emma Mayo. In her absence they should speak to the Deputy Manager-Mrs Lisa Taylor.

This may just be an informal discussion over a matter or a formal written complaint or email.

If the complaint is a formal one, the complainant will be asked to complete a complaint form and arrange a meeting to discuss the matter with the Manager.

At this time the manager will assess whether any immediate action is needed prior to the initial investigation.

The Manager will complete our Complaint Action Form. The matter will then be fully investigated and details of this investigation will be recorded on the form, as will any action needed or taken. Complainants will be informed in writing of the outcome of the investigation within 28 days of receiving the complaint. This confirmation will be discussed in an outcome meeting between the manager and the complainant where appropriate. Complainants will be consulted as to their satisfaction of the investigation and action taken.

Complaint Forms are on display for parents to use on site or take away to complete.

All complaint form will be kept on file for three years.

If the matter can't be resolved to the satisfaction of the complainant, then they have the right to raise the matter with OFSTED who can be contacted in the following ways.

By post at: **OFSTED**  
Piccadilly Gate  
Store Street  
Manchester  
M1 2WD

Telephone: 0300 123 1231

email: [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)