



Complaints and Compliments

At **Ashley's House** we strive to provide the highest quality of care and education for our children and families and believe that all parents are treated with care, courtesy and respect.

We hope that at all times parents are happy and satisfied with the quality and service provided and we encourage parents to voice their appreciation to the staff concerned and management. We record all compliments and share these with staff.

We welcome any suggestions from parents on how we can improve our services and will give prompt and serious attention to any concerns that parents may have. Any concerns will be dealt with professionally and promptly to ensure that any issues arising from them are handled effectively and to ensure the welfare of all children/young people, enable ongoing cooperative partnership with parents and to continually improve the quality at Ashley's House.

We have a formal procedure for dealing with complaints where we are not able to resolve a concern. Where any concern or complaint relates to child protection, we follow our [Child Protection Policy](#).

Internal complaints procedure Stage 1

If any parent should have cause for concern or any queries regarding the care provided by the Organisation, they should in the first instance take it up with the room leader. If this is not resolved, we ask them to discuss this verbally with the manager.

Stage 2

If the issue remains unresolved or parents feel they have received an unsatisfactory outcome, then they must present their concerns in writing as a formal complaint to the manager. The manager will then investigate the complaint in relation to the fulfilment of the requirements and report back to the parent within 28 days. The manager will document the complaint fully, the actions taken and the outcome in relation to it in the complaints log book.

Stage 3

If the matter is still not resolved, Ashley's House will hold a formal meeting between the manager, parent and a senior staff member to ensure that it is dealt with comprehensively. Ashley's House will make a record of the meeting and document any actions. All parties present at the meeting will review the accuracy of the record and be asked to sign to agree it and receive a copy. This will signify the conclusion of the procedure.

Stage 4

If the matter cannot be resolved to their satisfaction, then parents have the right to raise the matter with Ofsted. Parents are made aware that they can contact Ofsted at any time they



have a concern, including at all stages of the complaint's procedure, and are given information on how to contact Ofsted. Ofsted is the registering authority for nurseries/school's/club's in England and investigates all complaints that suggest a provider may not be meeting the requirements of the Organisation's registration. It assesses all complaints made and may visit Ashley's House to carry out a full inspection where it believes requirements are not met.

Procedure for all staff

All staff must ensure that the Manager and Director is aware of any complaints both verbal and written to be able to provide support to the member of staff. The Director can reach out to either their Operations Manager or Compliance and Training Manager for any support that they may require.

A record of complaints will be kept in the Organisation office. The record will include the name of the complainant, the nature of the complaint, date and time complaint received, action(s) taken, outcomes of any investigations and any information given to the complainant including a dated response.

Parents will be able to access this record if they wish; however, all personal details relating to any complaint will be stored confidentially and will be only accessible by the parties involved. Ofsted inspectors will have access to this record at any time during visits to ensure actions have been met appropriately.

The record of complaints is made available to Ofsted on request.

We will follow this procedure for any other compliments and complaints received from visitors to the provider, where applicable.

Contact details for Ofsted:

Email:

enquiries@ofsted.gov.uk

Telephone: **0300 123 1231** By

post:

Ofsted

Piccadilly Gate

Store Street

Manchester

M1 2WD

Parents will also be informed if the Organisation becomes aware that they are going to be inspected and after inspection Ashley's House will provide a copy of the report to parents and/or carers of children attending on a regular basis.



ASHLEY'S HOUSE

This policy was adopted on	Signed on behalf of the Club	Date for review
<i>16/10/2024</i>	Dipaley Patel	<i>20/05/2025</i>