

Complaints Policy

The Artz Kidz



A complaint is: An expression of dissatisfaction in relation to our club or teachers, which requires a response.

At The Artz Kidz, we:

- Welcome complaints as a positive means of promoting pupil/parent satisfaction
- Use complaints as a way of identifying opportunities to do things better
- Listen to pupils and parents
- Seek to resolve complaints swiftly
- Reply to your complaint with an outcome/investigation (within 28 days)
- Regularly review how effective the complaints procedure is
- Log all concerns and take them seriously

How we deal with complaints:

Step 1: Listen to the child/parent/guardian and apologise for any upset caused. Explain this is not our intention and we will try to resolve their complaint.

Step 2: Staff member finds the manager on site to discuss the complaint and create a written record on a 'Complaints form'. (If the complaint is about the manager themselves, then the deputy manager must stand in to deal with the complaint).

Step 3: We investigate the complaint as soon as possible and interview those involved/witnesses with an open mind, keeping notes.

Step 4: Notify the person making the complaint with the outcome of the investigation, within 28 days of the complaint with an appropriate apology and explanation.

Step 5: Only notify OFSTED if you feel the complaint is serious and needs to be logged. However, if the complaint has been dealt with and the child/parent is happy with the solution, there is no need.

As a parents/carers, you may also notify OFSTED at any point to log a complaint or a compliment!

Please see the information on this poster for further details.

Parents



Ofsted registers, regulates and inspects childcare for children aged from birth to 17 years.

Registered childcare providers and childminders have to meet requirements in the early years foundation stage statutory framework and/or the Childcare Register. These requirements relate to welfare and safety, the people providing the care and the organisation of the childcare. Childcarers registered on the Early Years Register, who care for children aged from birth until 31 August following a child's fifth birthday, also have to meet requirements for children's learning and development.

What you can tell us:

- Is the childcare good?
- Can it be made better?
- Do you have any concerns?

If you want to tell us anything about your child's childcare, you can write to us at:

enquiries@ofsted.gov.uk

**Ofsted
Piccadilly Gate
Store Street
Manchester M1 2WD**

If you have a concern or complaint, you can ring:

0300 123 1231

For more information, search for 'Guides for parents: how early years settings are inspected' or scan the QR code:



If you would like information about the availability of childcare in your local area, please visit **www.gov.uk/find-local-council** to find your local council.