

Complaints Policy

If a parent /carer has an issue either involving their individual child or The Ark as a whole, they should in the first instance raise the issue with the Manager. If the parent/carers feels unable or unwilling to raise the matter in this way, they can approach either:

- the Parent Representative on the Management Committee
- the chair or other members of the Management Committee

In circumstances where the parent/carers feels it is not appropriate to approach either of the above, they should contact: Ofsted on 0300 1231231

- Or write to the following address - Early Years Ofsted, National Business Unit, Piccadilly Gate, Store Street, Manchester, M1 2WD

In the first instance every effort will be made to resolve any matters within The Ark.

If a formal complaint is received in writing then the issues raised will be dealt with within the following appropriate framework and a record of the complaint and outcome will be kept. The Ark will endeavour to resolve formal complaints within 28 days.

- A matter relating to an individual child should be discussed between the parent/carers and the Manager
- Should the matter not be resolved, the issue will be brought to the attention of the Management Committee. A member of the Committee will meet with all parties involved. If the matter raised concerns a general or policy issue, it should first be raised with the Manager, who will report it to the Management Committee for consideration
- Should an approach on general or policy matters be made via the Parent Representative or members it will be reported to the Management Committee for consideration
- Should the matter remain unresolved following the above procedures it should be referred to a specially convened panel consisting of a member of the Management Committee, the Manager, and an independent expert (e.g. a representative of the Dorset Early Years Team if appropriate). The complaint should be submitted in writing to the panel and the person who has complained should be given the opportunity to address the panel with any additional information. The panel may also require others to submit written information for consideration

During this process all parties involved will be kept informed of progress and the group will inform Ofsted of the outcome if they have been involved. A record of all complaints received is available on request for parents/carers.

The Information Commissioner's Office (ICO) can be contacted if you have made a complaint about the way your data is being handled and remain dissatisfied after raising your concern with us. For further information about how we handle your data, please refer to the Privacy Notice given to you when you registered your child at [our/my] setting. The ICO can be contacted at Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or ico.org.uk