



## COMPLAINTS POLICY / PROCEDURE

**All complaints will be referred to the manager, they shall be listened to carefully and a written record made at the time in the complaint log.**

The manager will understand the nature of the complaint by interviewing staff members, child/children concerned and any witnesses.

The manager will contact the directors Mandy Mapplebeck & Karen Smith to inform them of the complaint and how the investigation is going.

The manager will contact the directors Mandy + Karen with the findings of the complaint before communicating with the parent/child.

The manager will communicate her findings to the parent/child, preferably face to face as well as in a letter. Copies of communications will be kept on record.

Should a complaint prove not to be justified the manager shall initiate appropriate action, by means of recording all complaints.

All staff members are required to inform the manager immediately of any incident resulting in physical restraint or which may be considered inappropriate.

All complaints will be recorded in the 'Complaints Log'.

Concerns from parents will also be recorded in the 'Complaints Log' and dealt with in the same way – with the findings communicated to the parent.

If parents feel that their complaint will be dealt with appropriately by someone other than management then please contact Early Years or go direct to Ofsted.

Address: -  
OFSTED- (Complaints & Enforcement)  
Piccadilly Gate  
Store Street  
Manchester  
M1 2WD

Farlington Wrap-Around Service Ltd based at:-  
Solent Infant School, Eveleigh Road, Farlington, Tel; 07986285282  
& Court Lane Junior School, Hilary Avenue, Cosham Tel; 07957335921



Telephone: 0300 1234666

Also: Portsmouth City Council  
Early Years and Childcare Service  
Floor 2 Core 1  
Civic Offices  
Guildhall Square  
Portsmouth  
PO1 2EA

Telephone: - 0239268 8836

Updated 01.10.18 by A.Mapplebeck

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