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Telephone: 020 8320 1900 or 07572344567

COMPLAINTS PROCEDURE

We at Toddles are committed to achieving the highest standard of care and education for children attending Toddleswood, and to foster a positive partnership with our children's families. However, we recognise that on occasion, circumstances may lead to a parent/carer wishing to make either a formal or informal complaint.

Our setting believes that children and parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes.

We welcome suggestions and comments both positive and negative and will give prompt and serious attention to any concerns about the running of the setting. We anticipate that most concerns will be resolved quickly by an informal approach to the appropriate member of staff.

All matters will be treated in the strictest of confidence.

We aim to bring all concerns about the running of the setting to a satisfactory conclusion for all the parties involved.

Any parent/carer who has a concern about an aspect of the setting provision should preferably talk over their concerns with the session manager who will record any discussions on a 'Parent Conversation Form' that will be signed and dated by both parent/carer and manager. If a sessional manager is unavailable parents/carers can if they wish too, discuss their concerns with another member of staff present, who will also record the discussions on the same form and pass this information on to management promptly. Parents are also able to email any complaints to management if they wish to do so.

Hopefully these concerns can be addressed immediately and the parent/carer will be informed of how these will be addressed and if any changes/procedures are to be put into place. If the concern is not able

to be immediately resolved the manager will investigate the matter and seek to resolve these concerns in a timely manner and inform the parent/carer of the outcomes.

Should you feel that your issue has not been dealt with to your satisfaction, you may book an appointment to speak to the Executive Manager who will listen and record the nature of your concerns and what agreed action will be taken, if any in order to resolve it. A meeting will also be arranged to review the effectiveness of any action taken.

In the event that a parent/carer is wanting to make a complaint about a member of staff or an incident at Toddleswood then we ask for the parent/carer to immediately speak to a member of staff or directly to management giving as much information as possible. If a staff member has been informed then they will report the concern with management and fill in a 'Parent Conversation Form' to record any details of the concern.

The complaint will then be investigated by management and an action plan drawn up to address the issue.

If a parent/carer feels they are not able to speak to a member of staff or wish to make their complaint anonymously, please put it in writing and mark your complaint 'FAO Executive Manager' and hand to a member of staff or alternatively email to the address at the top of the page.

Sometimes we/you may feel that we need to discuss a matter regarding your child. Sometimes this can be done informally at pick up or drop off, and away from other parents at the setting. In some cases, we may need to speak you or you to us privately and this can be done in the office or a room on site at a time which is suitable for all.

If at any point you should still feel that your issue has not been dealt with to your satisfaction you can contact OFSTED at: -

The National Business Unit
Ofsted
Piccadilly Gate
Store Street
Manchester M1 2WD

Telephone – 0300 123 1231

Toddleswood Pre-School registration number: EY536844

Overall, we hope that your child is very happy here with us at Toddles and any concerns raised can be dealt with promptly and efficiently.