**A picture containing text, cartoon, clipart

Description automatically generatedComplaints Policy**

**Rationale**

Adventurous Acorns aims to provide the highest quality care and education for children in my services by holding the principles of the Helping Children Achieve More at the heart of its work. We will endeavour to ensure children are happy during their time at Adventurous Acorns and that parents and carers are pleased and satisfied with the quality of care provided. Adventurous Acorns will listen and take seriously any concerns or issues raised by parents and take appropriate steps to resolve any problems.

Adventurous Acorns has written this policy to ensure that best practice and procedures are carried out. This policy complies with the legal requirements of the Early Years Foundation Stage statutory framework.

**Implementation**

All complaints made will be recorded in detail in the Incident Record Folder using an Incident Log Report Sheet.

**Stage One**

* In the event of a complaint by a parent or carer regarding an aspect of how Adventurous Acorns works or about a member of staff, it should in most cases be possible to resolve the problem by discussing the situation with the individual concerned and coming to a mutually agreed solution.
* Adventurous Acorns is committed to an open door policy with parents and welcomes comments about quality of the services. Any negative points will be acted upon and necessary actions agreed and carried out immediately.

**Stage Two**

* Adventurous Acorns will acknowledge receipt of the complaint within three working days in writing to the complainant. The complaint will be fully investigated within 10 working days and a written reply sent to the person making the complaint. If an unforeseen delay occurs, Adventurous Acorns will advise the parent or carers of this and offer an apology and date for an expected reply and resolution.
* If any party involved in the complaint has good reason to believe that a criminal offence has been committed, then have a legal obligation and responsibility to contact the police.
* The written response to the complaint from will be sent to the parent and carer concerned and copied to all relevant members of staff or implicated during the investigation. The response will include the conclusion to the full investigation and any amendments to Adventurous Acorns policies, practices, or procedures to prevent the situation arising in the future.

**Making a Complaint to OFSTED**

If a parent or carer does not feel that the investigation satisfactorily answered their complaint, they can submit a complaint to OFSTED.

The OFSTED regulator for Adventurous Acorns is:

Ofsted

Piccadilly Gate

Store Street

Manchester

M1 2WD

0300 123 4666

Any complaints received will be kept in a Complaints Record file and will be reviewed annually by the Arden Nolan-Meharg.

Signed: Arden Nolan-Meharg



Date: 11/06/2023