**Complaints Policy**

We are always happy to listen so please feel free to call us on 07429603555. A Parent Information poster is displayed on-site with contact details required to make a complaint. Our staff are trained to process your comments and pass them on to the appropriate department and management level. If a complaint is received at head office, we will always reply within 24 hours.

Our complaints process

1. An investigation is undertaken in accordance with the principle that the welfare of the child is safeguarded and promoted
2. We always record full details of any complaint, including any subsequent information, action taken and whether the complaint is complete
3. If necessary, it will be investigated and a verbal or written report will be returned to the complainant within seven days or, by agreement, it will be extended by a further 14 days
4. If the response is not satisfactory, stage two of the process will be entered and the complainant will be asked to put the complaint in writing
5. Further consideration will be given and a written response, including investigation findings and action taken, will be forthcoming within 28 days
6. If another agency, such as the police or an inspection authority investigates, we will consult with them on how to proceed and inform the complainant of progress. A written record of complaints will be kept and is available upon request

In England, Ofsted can be contacted by telephone on 0300 123 1231 or in writing at The National Business Unit, Ofsted, Piccadilly Gate, Store Street, Manchester M1 2WD.