



COMPLAINTS POLICY AND PROCEDURE

RELATED DOCUMENTS

Child Protection and Safeguarding Policy and Procedure
GDPR Policy
Confidentiality Statement
Equal Opportunities Policy and Procedure
Whistle Blowing Policy and Procedure
Privacy Statement
Working with Parents Policy and Procedure

POLICY STATEMENT

The Lindens strives to provide the best possible service and seeks to find ways to improve the provision based on comments that we receive.

PROCEDURE

1. Informal Complaint

Parents/carers are asked to share with us any concerns they have as it is much easier to address them at the early stages.

If parents/carers need to discuss anything urgently, The Lindens phone number may be called. We aim to answer this phone until 4pm on weekday afternoons. After this time, parents/carers may leave a message on our answer phone which we pick up the next working day in the morning. Concerns may also be emailed and we will reply on the day or on the next working day.

We would always prefer to speak to parents/carers in person wherever possible, or we can arrange a phone conversation if necessary. We hope all concerns will be resolved following a discussion. If however, a parent/carer does not feel satisfied with the outcome, they may contact the manager in writing to raise a formal complaint.

2. Formal Complaint

If parents/carers feel that their informal complaint has not been resolved, they may raise a formal complaint by writing to The manager, The Lindens, Lower Street, Stroud, GL5 2HT. All written complaints will be responded to in writing to as a matter of urgency within 5 term-time working days, stating the following:

- that the concern has been received;
- whether any initial enquiries have been made;
- how the matter will be investigated;
- an estimate of how long it will take to provide a final response;
- a point of contact for support and information on the sources of support and advice available.

The manager will address the complaint and respond in writing within the set time period with an action plan.

3. Further Appeal



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If the formal complaint is not resolved, the parents or manager can pass the matter onto The Lindens Early Years CIC.

- The formal complaint written by the parents, the final response from the manager and all other relevant records are passed onto The Lindens Early Years CIC by mailing them to The Lindens Early Years CIC, The Lindens, Lower Street, Stroud, GL5 2HT.
- The complaint will be reviewed by 2 directors of the CIC with advice from the steering group within 5 term-time working days.
- A meeting will be arranged with the parents and 2 CIC directors from The Lindens Early Years CIC within 10 term-time working days to discuss the findings of the review.
- The Lindens Early Years CIC will summarise their findings in writing and pass these onto the parents.

If the complaint is not resolved during stages 1. and 2. and 3., parents/carers may contact the Gloucestershire Early Years Service for advice.
Parents/carers can also raise concerns with Ofsted.

We keep a log of all concerns and complaints, and their outcome. These records are available for Ofsted inspectors on request.

The Steering group is informed of all formal complaints within a week and all concerns and complaints are reviewed at the Steering group meetings. Our policies and procedures are updated as needed.

Useful contacts:

The Lindens Email: admin@thelindens.uk

The Lindens Phone number: 01453 762526

Gloucestershire Early Years Locality Lead, Justene Everett: 01452 427224

OFSTED Help Line : 03001231231



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CONCERNS AND COMPLAINTS FLOWCHART

