



The Lindens

Steiner Waldorf Early Years

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.

PROCEDURE

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 you in person wherever possible, or we can arrange a phone conversation if necessary. We hope all your concerns will be resolved following a discussion. If however, a parent does not feel satisfied with the outcome, they may contact the manager in writing to raise a complaint.

All written complaints will be responded to in writing to as a matter of urgency within 5 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, with support from the Steering group will address the complaint and respond in writing with an action plan.

If the complaint is not resolved, parents may contact the Gloucestershire Early Years Service for advice.

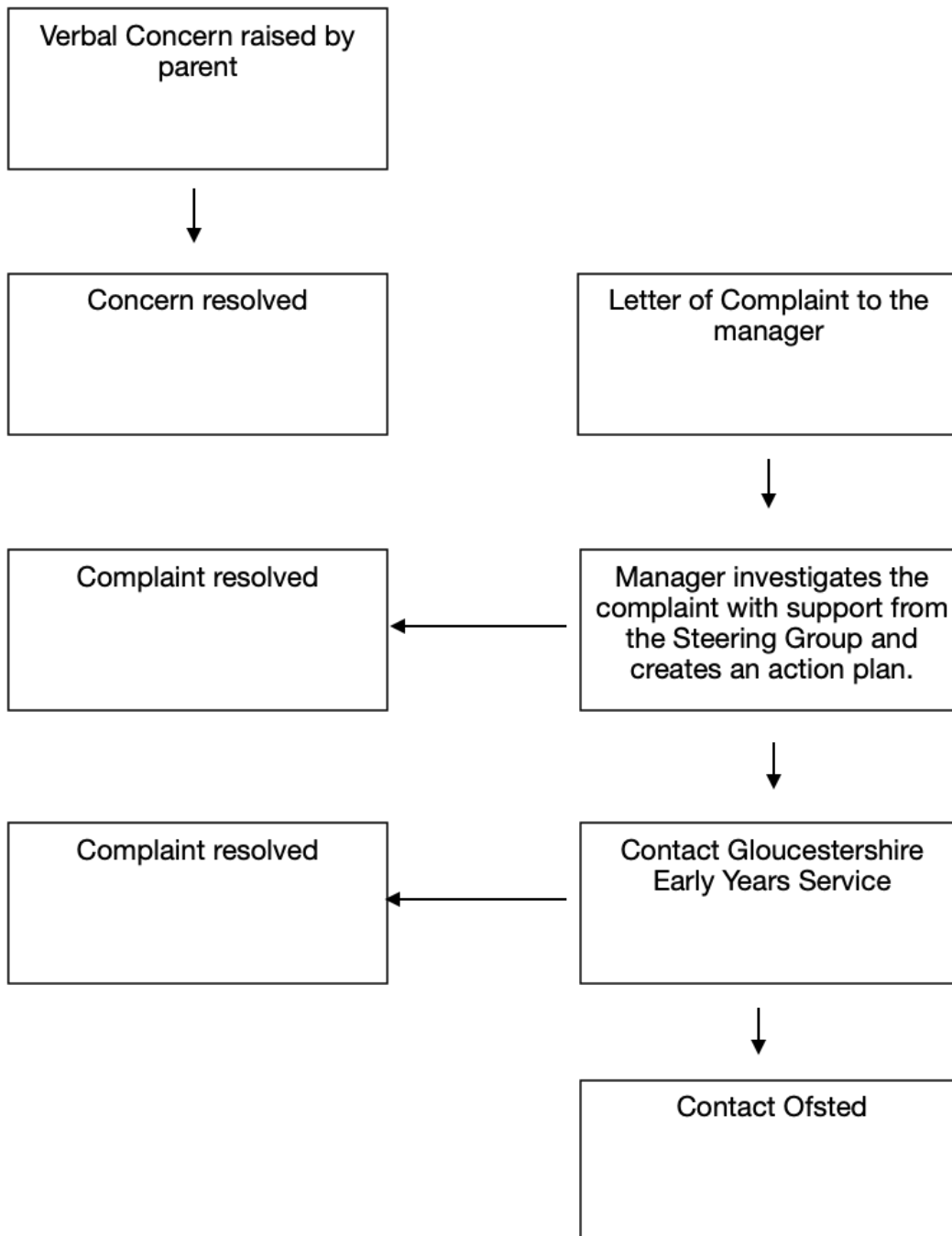
Parents/carers can also raise concerns with Ofsted.

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 complaints within a week and all concerns and complaints are reviewed at the Steering Group meetings. Our policies and procedures are updated as needed.



CONCERNS AND COMPLAINTS FLOWCHART



Useful contacts:

The Lindens Email: admin@thelindens.uk

The Lindens Phone number: 01453 762526

The Lindens Steering Group email: steeringgroup@thelindens.uk

Gloucestershire Early Years Locality Lead, Justene Everett: 01452 427224

OFSTED Help Line : 03001231231



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Date: 09/21

Signed: O Antal