



Complaints Policy

At the Tithe Barn Preschool, we aim to work in close partnership with all parents to meet the needs of their children. However, if there is any aspect of our service that does not meet your expectations we are happy to discuss this with you. If you would like to communicate this verbally we can hopefully resolve the issue right away, we operate on an open door policy. If you would like to make a complaint in writing you can put this forward to our email address, TitheBarnPreschool@gmail.com, or by post.

It is a condition of our registration to investigate all written complaints relating to the safeguarding and welfare requirements of EYFS. We will notify the complainant of the outcome within 28 days of receipt of the complaint. It is a requirement by Ofsted that all complaints are logged, along with the outcome and any action taken.

The Tithe Barn Preschool will record the following information:

- The name of the person making the complaint;
- The EYFS requirement to which the complaint relates;
- The nature of the complaint;
- The date/time of the complaint;
- Any action taken in response to the complaint;
- The outcome of the complaint investigation;
- Details of the information and findings that were given to the person making the complaint, including any action taken.

If you wish to make a formal complaint then you can contact the **Ofsted Complaints and Investigation Unit on 0300 123 1231** or you can write to them at Applications, Regulatory and Contact Team, Ofsted, Piccadilly Gate, Store Street, Manchester, M1 2WD. The Ofsted Parent Poster will also be on display with the contact details.

We will keep a written record of complaints and their outcomes for at least 3 years.

Written September 2016

Review September 2017

Signed: