

## Complaints Policy 2023 – 2024

All staff should have access to this policy and sign to the effect that they have read and understood its contents.

Date of last review:	Sept 2023	Author:	Headteacher
Date of next review:	Sept 2024	Owner:	Headteacher
Type of policy:	<input type="checkbox"/> Network-wide <input checked="" type="checkbox"/> Set for nursery <input checked="" type="checkbox"/> Tailored by nursery	Approval:	Board
Nursery:	Ark Start John Archer Ark Start Oval	Key Contact Name:	Molly Devlin
Key Contact Email:	Molly.Devlin@arkstart.org.uk	Key Contact Phone:	020 3116 0715

### Aims

Ark Start aims to provide the best possible care for all children. We also seek feedback and views from children, parents and staff in order to continuously improve. We have a policy in place to ensure that all parents and carers feel able to make a complaint in the rare case that there is an aspect of the provision that they are unhappy about.

### Procedure

If for any reason you are disappointed by the service of your nursery, or you have a complaint about a policy or procedure, you should take the following steps:

- At the time that you, a parent or carer feels disappointed with the service provided, you should mention your concern to the Nursery Manager, who may call in another member of staff to witness the concern.
- If the Nursery Manager is unable to deal with the complaint through discussion with you at the time or if you are dissatisfied with the outcome: the complaint will be forwarded to the Headteacher. They will then investigate the issue and report back to you in writing within five working days.
- If the complaint is an allegation against a member of staff, this will fall under our allegation procedure in which case the LADO and Ofsted will be informed.

While we aspire to be able to support and conclude all complaints satisfactorily, if your complaint is not resolved satisfactorily, you have the right to contact Ofsted.

Registration Numbers to be quoted to Ofsted in any communications are:

- Ark Start John Archer Ofsted no: 2601916  
Plough Terrace  
London  
SW11 2AA
- Ark Start Oval Ofsted no: 2601915  
98 Cherry Orchard Road  
Croydon  
CR0 6BA

**Director:** Katie Oliver – 020 3116 6338

**Headteacher:** Molly Devlin – 020 3116 6338