

COMPLAINTS PROCEDURE

At Rainbow Corner Windlesham we endeavour to resolve any difficulties informally between the persons concerned. If, however, the situation is more formal the manager will action the complaint and will try to remedy the matter as per the following procedure:

- The nature of the complaint is recorded in the complaints book.
- The initial action taken is recorded.
- Subsequent action is recorded.
- All names of those involved are recorded e.g. child, parent, member of staff, volunteer etc.
- The time scales are recorded.
- A review of the effectiveness of the action taken is made and recorded.
- All details recorded will be issued to all persons involved as well as a detailed outcome.
- The original complainant will be notified of the outcome of the complaint within 14 days.

If parents require further assistance, we will provide them with the address of OFSTED:

Applications, Regulatory and
Contact (ARC)
Ofsted
Piccadilly Gate
Store Street
Manchester M1 2WD

03001231231

Early Years and Childcare Service Surrey County Council:
<https://www.surreycc.gov.uk/schools-and-learning/childcare-professionals/who-is-who-in-early-years>

This policy was reviewed on: 1st July 2024

By: Emma Fowles (Operations Manager)