

## **Complaints procedure**

Date – 12th April 2025

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To be reviewed – April 2028

By creating open and honest relationships with our families we hope that they will always feel able to approach us with any concern they have - no matter how small. If parents / carers feel unable to speak to their child's keyworker or session leader then they can speak to a manager in confidence. Formal complaints will be recorded and responded to within 20 working days and every effort made to come to an agreeable outcome. In the unlikely event that parents / carers are unhappy with the outcome they can contact Ofsted on 0300 1231231