



*St. Gregory's Child Care Trust,*

COMPLAINTS PROCEDURE 1.21

March 2023

To be reviewed by March 2024

# Complaints Procedure 1.21

The St. Gregory's Child Care Trust regularly reviews the way we work. However there are occasions when a parent, carer or child may have a complaint against one of the groups in the Trust. Usually it should be possible to resolve any problem as soon as this occurs. If not, then you should follow the formal complaints procedure set out below.

## Stage One

- First put your complaint in writing to the Manager. Appropriate paper work can be found at the entrance to Kids Clubs and Pre-School next to the Policies and procedures file. Full details, along with names and dates should be included, letting us know exactly what you are concerned or unhappy about.
- We will acknowledge your complaint as soon as possible and fully investigate the matter within fourteen days. If there is any delay, we will advise you of the reasons. We will keep you informed at all times and give you a full reply.
- The response you receive will be copied to the staff members concerned, with recommendations for any action to be taken, and the matter will be reported to the management committee. If you are not satisfied with this response, you can ask the Manager to refer the matter to the next stage.

## Stage Two

- The Manager will refer the complaint and response to the management committee, who will investigate the complaint together with the response at a specially convened meeting.
- Within two weeks the chair of the management committee will send you a reply outlining how the complaint was investigated and detailing the action taken.
- If you are still not satisfied, you may complain to Ofsted. The address is: OFSTED, Piccadilly Gate, Store Street, Manchester. M1 2WD.