

## Complaints policy 2023/2024

I am committed to providing a safe and happy environment whilst promoting the welfare of all children under my care and will take all steps necessary to ensure each child feels welcome and happy here.

Here at Little Acorns I believe that children, carers and parents are entitled to feel respected and treated with courtesy and understanding. Each child should be treated as an individual and it is my job to ensure that I pay careful attention to their needs and wishes. I always welcome suggestions and ideas from parents and carers and am open to discussions about the day to day running of Little Acorns. Any suggestions or minor complaints or comments can be emailed to me at [helliervans@gmail.com](mailto:helliervans@gmail.com).

I believe that most complaints can be sorted out with a frank, face to face discussion which I would aim to offer once the other children have gone home. Any formal complaints are logged and taken seriously. If you believe your child or another child may be at risk of harm, then the safeguarding policy will be adhered to. I will always aim to listen and take your concerns seriously and plan to have them resolved to satisfy both parties.

If we cannot come to an understanding or you feel you need to take things further you can speak to Ofsted.

You can write to them or call them, here are the details:

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

Tel: 0300 123 1231