



BARNFIELDS EXTRA

BEFORE AND AFTER SCHOOL CLUB

Complaints Policy

Barnfields Extra and Barney Bear Nursery aims to provide a stimulating, safe environment for all children. We aim to deliver the highest standard of care and foster good relationships with all parents and carers. We believe parents' views and concerns should be respected and acknowledged, and understand that on occasional circumstances this may result in a parent or carer wishing to raise a concern.

Complaints Procedure

If a parent /carer or visitor has a concern about any aspect of our provision or about the conduct of a member of staff or volunteer the following complaints procedure should be followed:

1. An informal chat should take place with the child's keyworker, to talk over any anxieties, as many concerns can be resolved at this stage.
2. If the situation is not resolved and parents/carers feel that they have not received a satisfactory outcome, then parents/carers will be advised to pass the situation on to the School Club/Nursery Manager.
3. If parents/carers have further cause for concern, or if the complaint is about the Manager, then Gill Richards (Director of Barnfields Extra and Head Teacher of Barnfields Primary School) should be contacted on 01785 356356 or a letter delivered to the school office marked confidential and for the attention of Mrs Richards. All verbal and written complaints will be investigated, recorded and complainants notified of the outcome within 28 days of having received the complaint.
4. All complaints and their outcome will be recorded and kept for a minimum of 3 years.

A complaint can be made directly to Ofsted:

Telephone: 08456404040 (helpline) or 08456014772 (08:00-18:00)

E-mail: enquiries@ofsted.gov.uk

Address: Complaints Manager

Royal Exchange Buildings

Saint Ann's Square

Manchester

M2 7LA