



Complaints Procedure

August 2016

Review date - August 2017



If parents are concerned about any issues regarding their child's care or the assessment process, the following procedure will be put into action:

1. Team Leader will discuss the problem with parent/ carer and decide appropriate action.
2. If this does not meet the parents' approval, then the Senior Leadership Team will become involved.
3. If parents are still not satisfied, access to the Department's (Coventry City Council) procedures will be implemented.
4. All incidents/ complaints to be recorded
5. If parents are still not satisfied, they can contact OFSTED directly.
Telephone number - **0300 123 1231**

Please note that this policy/procedure applies to all staff directly employed by the Governing Body at Hillfields Children's Centre and Nursery School has taken into account the Local Authority Guidance and Policy Statements.

All staff and other appropriate stakeholders were involved in the consultation process for this Policy.