



COMPLAINTS PROCEDURE (Reviewed October 2017)

Stepping Stones welcomes comments and discussions regarding our practice. However should any concern that is brought to the attention of the Team fail to be resolved satisfactorily the Complaints Procedure works as follows.

1. If anyone has a complaint of any sort regarding Stepping Stones he/she should first raise the matter with the Manager at Stepping Stones, either verbally or in writing who will endeavor to resolve the complaint and who will report the matter to the chairman of the Management Committee.
2. If the complaint is not settled by the actions of the Manager, the complainant should communicate direct with the chairman, either verbally or in writing who will report the matter to the Management Committee.
A complaint can be made directly to the chair of the committee.
The chair of the Management Committee is Martin Coles and he can be contacted on 01225 341132
3. If the complaint is not settled by the action of the chairman, then it will be brought to the full management committee of the group.
4. Should the matter remain unresolved after 28 days, an independent arbitrator may be agreed by the parties, and their decision will be taken as binding to both parties.
5. The Independent Arbitrator will be asked to report on their decision within 10 working days of that meeting
6. We undertake that our services to any child will not be withdrawn or adversely affected as a result of any complaint.
7. You can approach OFSTED directly if you feel that you cannot approach the setting Manager or the Chair of the Committee with your complaint, using the number/address below

Any unresolved complaints can be referred to:

OFSTED

Ofsted

Piccadilly Gate

Store Street

Manchester , M1 2WD

Tel: 0300 123 1231

E mail: enquiries@ofsted.gov.uk

Website: www.ofsted.gov.uk/parents