



Complaints Policy

Suggestions: Yellow Birds provides a high quality inclusive childcare service for children aged 3 – 11 years. We endeavour to continuously improve our service and welcome all suggestions; there is a suggestions box situated at the reception point.

Complaints: All complaints will be taken seriously and dealt with fairly in a way that respects confidentiality. Following a complaint being made we aim to make the process as quick as possible in rectifying any problem, however the time scale is dictated according to the seriousness of the problem. Yellow Birds not only aims to ensure that the complaint is confident in the outcomes but also to ensure the company is able to continually develop.

- Step 1 – informal (Time Scale – within 3 days)

All concerns must be directed towards the Play Leader who manages the day to day running of the provision. The Play Leader will act upon concerns and make the necessary action to resolve the issues. The complainant will be made aware of the action and informed of any changes.

- Step 2 – informal /formal (Time Scale – within 7 days)

If the complainant feels that concerns are not efficiently dealt with or wishes to make a complaint, Ella Parkinson the provision owner must be contacted. Ella will work with the complainant and any other persons involved bringing about a resolution.

- Step 3 – formal (Time Scale – up to 4 weeks)

Should complainant feel that they wish to make a formal complaint they will be asked to put the details in writing- this will include name of the complainant(s), the names of other people involved, date (and / or time) of the incident(s) and the details of the complaint. This information will be taken to the management committee. Following this, the complainant(s) and other people involved will be asked to meet with the management committee to discuss the complaint and bring about a resolution.

If a parent wishes to contact Ofsted (Office for Standards in Education) the address is;
Applications, Regulatory and Contact (ARC) Team, Ofsted, Piccadilly Gate, Store Street, Manchester M1 2WD,
Tel. 0300 123 1231

Complaint Procedures

All concerns raised will be noted by a member of the management team and should include:

- the date at which the concern was raised
- the nature of the concern
- details on any action agreed/taken
- a date for review of the issue

Complaint about individuals or individuals' practice should be dealt with immediately and reviewed during supervision.