



**LITTLE ANGELS**  
**BABY & TODDLER GROUP**

Part of the Little Angels Group

### **Little Angels Parent and Toddler Group Complaints & Compliments Procedure**

Little Angels aim to provide the highest quality care for all our children. We aim to offer a welcome to each individual child and family and to provide a warm and caring environment within which all children can learn and develop as they participate in activities.

We believe children, parents and staff are entitled to expect courtesy and prompt, careful attention to their needs and wishes. Our intention is to work in partnership with parents, staff and the community generally and we welcome suggestions on how to improve our setting at any time.

A parent or member of staff who is uneasy about any aspect of the group's provision should first talk over their worries and anxieties with the manager or team leader. This will result in a record of the meeting being recorded and you will be asked to sign to say you agree with what has been written and what action is going to take place.

If this does not have a satisfactory outcome within a couple of weeks, or if the problem recurs, the parent/staff should put the concerns or complaint in writing and request a meeting with Little Angels Director. Both parents/staff and the manager should have a friend or partner present if required and an agreed written record of the discussion should be made.

If parent/staff and Little Angels cannot reach an agreement, it might be helpful to invite an external mediator, one who is acceptable to both parties, to listen to both sides and offer advice. A mediator has no legal powers but can help to clarify the situation. The mediator will help define the problem, review the action so far and suggest further ways in which it might be resolved. The mediator will keep all discussions confidential. She/he will keep an agreed written record of any meetings that are held or any advice she/he has given.

In some circumstances, it will be necessary to bring in the OFSTED Inspection Unit, who will have a duty to ensure laid down requirements are adhered to and encourage high standards. The registering authority would be involved if a child appeared to be at risk or where there seemed to be a possible breach of registration requirements. In these cases, both parent and playgroup would be informed and would work with OFSTED to ensure a proper investigation of the complaint followed by appropriate action.

**The department to contact is:**

**OFSTED Early Years, Piccadilly Gate, Store Street, Manchester, M1 2WD**

**Enquiries Tel: 0300 123 1231 ,Whistleblowing hotline: 0300 123 31**

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