

Complaints Procedures

Date of last review: October 2016

Conducted by: M. Jarrett (HoC), M. Haddon (SAO)

Date of next review: October 2017



Introduction

Our aim is to have open communication throughout the Centre in order to resolve any difficulties you may have. We can often help with your concerns and our aim is to work with you to resolve these.

'Feedback Forms' are available in the Centre's foyer and can be used to make complaints or suggestions. The Centre will investigate all written complaints/concerns and notify you of the outcome of the investigation within 28 days of having received the complaint.

All complaints are recorded on a complaints log, which identifies what action was taken as a result of the complaint and how the issue was resolved.

First steps

However, initially it is often useful to talk to your child's keyperson, if they are in our education and day-care setting, or to the Outreach worker concerned if you are taking part in our community-focused activities. This may resolve things at a very early stage.

If you feel the problem is not being resolved or is of a serious/confidential nature, you may wish to seek more support from one of senior leadership team.

This team is as follows:

- Learning and Care across the Centre - Michael Jarrett, Head of Centre
- Under 3s (Toddlers and Babies) - Honoria Lukulay, Assistant Head of Centre/Michael Jarrett
- Nursery- and Reception-aged children - Lorna Prynne, EYFS Co-ordinator/Michael Jarrett

If you do not have a satisfactory outcome after speaking to a member of the senior leadership team, please then put your concern or complaint in writing to the Headteacher. The Headteacher of our overall provision at Ambler Children's Centre is Juliet Benis. Juliet can usually be found in the School building during the day and she can also be contacted via the School admin office on 0207 226 4708.

However, if you feel your concern has not been resolved you may wish to put your concern in writing to our Governing Body.

Please address such correspondence to:

- School Governor Services
Islington Council
Laycock Professional Development Centre
Laycock Street
London, N1 1TH

Further steps

You can take your complaint further if you're not satisfied after going through all the steps in our procedure, or if you think Ofsted should be made aware.

You may report such complaints to Ofsted, via the following methods:

- Tel: 0300 1234 234
- Email: enquiries@ofsted.gov.uk

You should get a response within 30 working days. The response will tell you if Ofsted will investigate or not, and why.

For some types of complaints you may need to contact a different agency. Details can be found at the following web address: <https://www.gov.uk/complain-about-school>