

Complaints Procedures

Artisans recognizes that it works in partnership with parents and carers in the development of the children in their care.

Any complaints should be made in writing to Ruth Martin, and or directly to Ofsted, contact information is on display in the cloakroom area.

We endeavour to avoid complaints by working closely with the families who come to Artisans and by maintaining high communication levels between staff.

On a daily basis it is the responsibility of the key workers, or those staff at the door, to communicate with parents. It is our aim that at the end of each session that every parent is given some positive feedback about their child's time that day. In the absence of the key worker it is the responsibility of the Senior Teachers to fill this role. In addition to this each day we will write a short summary in the cloakroom area of some of the children's experiences and achievements that day. It is also expected that the welcoming adult checks with parents at the start of each session whether the child has had any special events or experiences of note.

Parents are given regular formal opportunities to speak to staff about their child. They are also given regular newsletters about the Kindergarten. Parental involvement is positively encouraged through structured opportunities to join in activities and celebrations of achievements, as well as regular sessions open to parents and the opportunity for parents to ask to join sessions of their choice . See parental involvement policy.

Any complaints are formally recorded in written form in our complaints log and responded to by a senior member of staff, usually the Nursery Manager, within 48hrs. The confidentiality of all members of the community will be maintained at all times where possible. Artisans will inform OFSTED/DfES of any complaints against staff or any other significant incident. The contact details for OFSTED are available to parents in the entrance at all times.

We have a separate policy for allegation against staff.

Designated Staff Member

Ruth Martin

