



Complaint Policy

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 play.

We believe that most complaints are made constructively and can be sorted at an early stage. We believe that it is in the best interests of all parties that complaints are taken seriously and dealt with fairly and in a way which respects confidentiality.

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

Making concerns known

- A parent who is uneasy about any aspect of the group's provision should first talk over any worries and anxieties with the setting manager.
- If this does not have a satisfactory outcome within a couple of weeks, or if the problem recurs, the parent should put the concerns or complaint in writing and request a meeting with the Manager(s) of the Exwick Ark. Parents can have a friend or partner present if required and an agreed record of the discussion should be made on a complaint form. See Appendix. The complete form is available within the policy section of The Exwick Ark's File Store.

Most complaints should be resolved informally or at this stage

- If the matter is still unresolved to the parent's satisfaction, the parent should again contact the manager.
- If the parent and group cannot reach agreement, an external mediator will be invited, one who is acceptable to both parties, to listen to both sides and advice. A mediator has no legal powers but can help clarify the position. An Early Years Advisor from Devon County Council can be available as mediator if both parties wish it.
- 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 meet the group if requested and will keep an agreed written record of any meetings that are held and of any advice that has been given.

The role of Ofsted

In some circumstances it will be necessary to bring in Ofsted, who have a duty to ensure laid down requirements are adhered to. Ofsted would be involved if a child appeared to be at risk or where there seemed to be a possible breach of registration requirements (see Welfare Standards in Early Years Foundation Stage Books held by Managers and Staff). In these cases parent and The Exwick Ark would be informed and will work with Ofsted to ensure a thorough investigation of the complaint followed by appropriate action. 0300 123 4666

GDPR Complaints



Both staff and parents have the right to raise a data protection complaint directly with The Exwick Ark Ltd, as well as with the Information Commissioner's Office (ICO).

Complaints may relate to, but are not limited to:

- How The Exwick Ark Ltd has handled a subject access request
- The security measures used to store personal information
- How personal information has been collected, used, or shared

Complaints can be made via email, in writing, or through other appropriate communication methods to the setting manager.

All data protection complaints will be:

- Acknowledged within 30 days of receipt
- Investigated without undue delay
- Managed in a fair and transparent manner, with the complainant kept informed of progress
- Responded to with a clear outcome once the investigation is complete
- Where a complaint involves access to personal data, The Exwick Ark Ltd may need to verify the identity of the individual. In such cases, a valid form of identification (e.g. passport or driving licence) may be requested before information is disclosed.

If you are dissatisfied with the outcome of your complaint, or wish to escalate the matter, you may contact the Information Commissioner's Office via <https://ico.org.uk/make-a-complaint/>.



Appendices:

Source format and date of complaint.	Nature of complaint e.g. safeguarding.	Summary of complaint.	How the complaint was dealt with	Key actions	Date complaint was resolved.