Norbury Hill Cubs

Policy: Complaints & Compliments

Category: Parents, Families & Community

Review Date: 8th September 2027

Overview

NHC strives to provide the highest quality of care and education. All parents are treated with courtesy and respect. Compliments are welcomed and shared with staff. Concerns are dealt with professionally, promptly and confidentially. Where a concern involves child protection, the Safeguarding policy is followed.

Complaints Procedure

Stage 1: In the first instance, raise the concern with the child's key person, senior staff member or room leader. If unresolved, discuss verbally with the manager.

Stage 2: If still unresolved, submit a written formal complaint to the manager. The manager will investigate and respond within an agreed timeframe (5 to 28 working days). The complaint, actions and outcome are fully documented in the complaints log.

Stage 3: If the matter remains unresolved, a formal meeting between the manager, parent and senior staff member is convened. A written record of the meeting and agreed actions is made, reviewed and signed by all parties.

Stage 4: If satisfaction is still not achieved, parents have the right to contact Ofsted at any stage. Ofsted is the registering authority and investigates complaints that suggest requirements may not be met.

Records

- A complaints record is maintained and includes: the complainant's name, nature and date of complaint, actions taken, outcome and response given.
- Parents may access this record; personal details are stored confidentially. Ofsted inspectors have access at any time.

Contact: Ofsted

- Email: enquiries@ofsted.gov.uk
- Telephone: 0300 123 4666
- Website: https://www.gov.uk/government/organisations/ofsted/about

Parents will be informed of any forthcoming Ofsted inspection and provided with a copy of the inspection report following a visit.