



## Complaints Policy

At [Petite Etoile Ltd](#) we aim to work in partnership with parents to deliver high quality classes for everyone. If for any reason we fall short of this goal, we would like to be informed in order to amend our practices for the future. Our complaints policy is on our website. Records of all complaints are kept for at least three years. A summary of complaints is available for parents on request.

Lisa Kaler will record all complaints on an **Incident log** and a **Complaints log** will be completed. Any complaints made will be dealt with in the following manner:

### Stage one

Complaints about aspects of Club activity:

- Lisa Kaler will discuss the matter informally with the parent or carer concerned and aim to reach a satisfactory resolution.

### Stage two

If it is impossible to reach a satisfactory resolution to the complaint through informal discussion, the parent or carer should put their complaint in writing to Lisa Kaler who will:

- Acknowledge receipt of the letter within 7 days.
- Investigate the matter and notify the complainant of the outcome within 28 days.
- Send a full response in writing, to all relevant parties, including details of any recommended changes to be made to the Club's practices or policies as a result of the complaint.
- Meet relevant parties to discuss the Club's response to the complaint, either together or on an individual basis.

If child protection issues are raised, Lisa Kaler will then contact the Local Authority Designated Officer (LADO) and follow the procedures of the **Safeguarding Children Policy**. If a criminal act may have been committed, Lisa Kaler will contact the police.

### Making a complaint to Ofsted

Any parent or carer can submit a complaint to Ofsted about [Petite Etoile Ltd](#) at any time. Ofsted will consider and investigate all complaints. Ofsted's address is: Ofsted, Piccadilly Gate, Store Street, Manchester M1 2WD

Telephone: 0300 123 1231 (general enquiries)  
0300 123 4666 (complaints)

This policy was adopted by: <a href="#">Petite Etoile Ltd</a>	Date: 14 <sup>th</sup> February 2018
To be reviewed: 14 <sup>th</sup> February 2019	Signed: <a href="#">Lisa Kaler</a>

Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2017): Safeguarding and Welfare Requirements: Complaints [3.74-3.75]*.