

Noah's Ark Harpenden Limited

Noah's Ark Complaints procedure

Noah's Ark aims to provide the highest quality education and care for all children. We will welcome each individual child and family and provide a warm and caring environment within which all children can learn and develop as they play.

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. Many concerns can be resolved quickly by an informal approach to the appropriate member of staff. If this does not achieve the desired result, the following procedures should take place.

How to complain:

- A parent who is uneasy about any aspect of the group's provision should first of all talk over any worries and anxieties with the managers.
- If this does not give a satisfactory outcome within a week or so, or if the problem recurs, the parent should put the concerns or complaint in writing to the managers.
- The next stage is to request a meeting with the managers. Both parents and the managers may choose to have a friend or representative present and the details of the meeting recorded.
- Most complaints are usually resolved informally at this stage.
- If the matter is still not resolved to the parent's satisfaction, the parent should again contact the managers. If no agreement is made, it might be helpful to invite an external mediator such as the registering authority or a representative from the pre-school learning alliance.
- If the issue cannot be resolved at this stage and parents wish to make a formal complaint, they should contact Ofsted.

- Ofsted contact details are: Ofsted

Piccadilly Gate
Store Street
Manchester
M1 2WD
Tel: 0300 123 1231
enquiries@ofsted.gov.uk

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Incident Online Reporting Form

To be completed in the case of a significant incident.

The internet link to access the form is -

https://ofstedonline.ofsted.gov.uk/ofsted/Ofsted_Early_Years_Notification.ofml

Reasons for notification include:

- any allegations of serious harm or abuse by any person living, working or looking after children on the premises (3.8 child protection EYFS 2014)
- death of a child (3.51 accident or injury EYFS 2014)
- serious accident, injury or illness of child (including food poisoning) (3.51 accident or injury EYFS 2014)
- event likely to affect the suitability of an individual or affect the smooth running of the setting (3.77 changes that must be notified to Ofsted).

Review and Revision Tracking		
Date	Type	Name
November 2018	Creation	DAS, CLM
May 2019	Review	DAS,CLM
September 2020	Review	CLM
June 2021	Review	CLM