

Nature Rangers

COMPLAINTS

Statement of Intent

It is our intention to take any complaints made by parents or staff seriously and to deal with them fairly and confidentially.

Principle

All children, parents and staff are entitled to expect courtesy and prompt attention to their needs. We will work in partnership with families at all times

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 we welcome suggestions on how to improve our group at any time.

Making concerns known

A parent or staff member who is uneasy about any aspect of the Nature Rangers provision should first talk over any worries and anxieties with the Nature Rangers Manager Mr Richard McMeekin, on 07425461987 OR to another member of staff. The CEO of Nature Rangers, Mr Brian Poots may also be contacted on 07790884522

Nature Rangers

If this does not have satisfactory outcome within 10 days, or if the problem reoccurs, the parent or staff member should put their concerns or complaints in writing and request a meeting with the Manager/Deputy Manager or the CEO of Nature Rangers. Both parent/staff member and the Manager should have a colleague present, if required, and an agreed written record of the discussion should be made.

Most complaints should be resolved informally at this initial stage

If the matter is still not sorted out to the parent/staff member's satisfaction, the parent should again contact the chairperson.

If agreement cannot be reached, a parent should contact the Early Years Team on (02844 513807), who will be available to act 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 with the group, if requested, and will keep an agreed written record of any meetings that are held and of any advice s/he has given.

We believe that most complaints are made constructively and can be sorted out at an early stage. We also believe that it is in the best interest of Nature Rangers, parents and staff that complaints should be taken seriously and dealt with fairly and in a way, which respects confidentiality.

This policy was adopted at a meeting by Nature Rangers on:

Date _____ **Signed** _____ **Signed** _____

Date _____ **Signed** _____ **Signed** _____

Date _____ **Signed** _____ **Signed** _____

Date _____ **Signed** _____ **Signed** _____

Date _____ **Signed** _____ **Signed** _____