

# Complaint Policy



At Children's Respite Trust we aim to work in partnership with parents to deliver a high-quality childcare service 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 displayed on the premises at all times. Records of all complaints are kept for at least three years. A summary of complaints is available for parents on request.

The manager is usually responsible for dealing with complaints. If the complaint is about the manager, the **CEO Gavin Fisher** will investigate the matter. Any complaints received about staff members will be recorded on **a Complaints log** will be completed. Any complaints made will be dealt with in the following manner:

## Stage one Complaints about aspects of

Centre activity:

- The manager will discuss the matter informally with the parent or carer concerned and aim to reach a satisfactory resolution.
- If appropriate the parent will be encouraged to discuss the matter with staff concerned.
- If the parent feels that this is not appropriate, the matter will be discussed with the manager, who will then discuss the complaint with the staff member and try 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 the manager. The manager 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 Centre's practices or policies as a result of the complaint. Meet relevant parties to discuss the Centre's response to the complaint, either together or on an individual basis.
- If child protection issues are raised, the manager will refer the situation to the designated safeguarding lead, who will then contact the single point of advice (SPOA) and follow the procedures of the **Safeguarding Policy**. If a criminal act may have been committed, the manager will contact the police and Ofsted.

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## Making a complaint to Ofsted

Any parent or carer can submit a complaint to Ofsted about Children's Respite Trust 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)

<https://www.gov.uk/guidance/report-a-serious-childcare-incident>

## Making a complaint to the Local Authority

Web form: [www.eastsussex.gov.uk/csfeedback](http://www.eastsussex.gov.uk/csfeedback)

Telephone: 0345 60 80 192 (Open 11am to 2pm Monday to Friday)

Email: [csdfeedback-icw@eastsussex.gov.uk](mailto:csdfeedback-icw@eastsussex.gov.uk)

Customer Relations Team

County Hall

St Anne's Crescent

Lewes

BN7 1UE

## If you remain unhappy following our response, you can refer your complaint to the Ombudsman.

The regulator for complaints to Children's Services in most cases is the Local Government & Social Care Ombudsman. If you remain unhappy following our response, you can refer your complaint to them.

The Ombudsman is independent of all government bodies and can investigate the handling of your complaint by the Council. Normally, they will only investigate your case after you've given us the chance to deal with it. However, in some cases we may suggest referring your complaint to the Ombudsman early.

Phone: 0300 061 0614

Website: [www.lgo.org.uk](http://www.lgo.org.uk)

This policy was adopted by: Michelle Hulse	Date: 08/01/2026
To be reviewed: January 2027	Signed: 