

Complaints and Suggestions Policy

At Tuba's Play house, I am committed to providing high-quality care for your child. I value your feedback and believe that complaints and suggestions are an important part of improving my service.

Resolution:

I believe that many concerns and suggestions can be resolved informally through open communication. I encourage you to raise any concerns or suggestions with me as soon as possible via text message or e-mail. We can then discuss the issue in an appropriate time where children aren't present .

If we are unable to resolve a complaint through discussion, the following steps will be taken:

- The complainant should put their complaint in writing, addressed to Tuba at Tuba's Play House.
- Tuba will acknowledge the complaint within three working days and will arrange a meeting to discuss the matter further.
- Tuba will provide a written response to the complaint within 28 days of receiving it.
- If the complainant is still dissatisfied with the outcome, they may take their complaint to the regulatory body, Ofsted which I have a poster on my noticed board regarding this.

I want to work together with you to ensure that your child receives the best possible care.

Confidentiality

All complaints and suggestions will be treated confidentially and with sensitivity. I will only share information about the complaint or suggestion with those who need to know such as local authority or OFSTED in order to investigate and respond.

Records

I will keep a record of all complaints and suggestions, including the nature of the complaint or suggestion, the investigation process, and the outcome. This information will be kept confidential and in accordance with data protection regulations.

Conclusion

I hope that you feel comfortable raising any concerns or suggestions with me. I am committed to working in partnership with parents and carers to ensure that your child receives the best possible care.