

Thanet Early Years Project & PALS

Complaints Procedure

Thanet Early Years Project (TEYP) aims to provide the highest standards of care and education in all of our settings. Any complaints received from parents/carers are dealt with as a serious and urgent matter.

If you have a complaint or concern about any aspect of the services provided, it is imperative that you bring this to our attention in order for us to resolve any issues promptly, thus promoting positive outcomes for children.

It is a requirement of our regulator Ofsted that all complaints received in writing or by electronic mail that relate to one or more of the requirements or conditions of registration are investigated fully and the complainant must receive a written account of the findings within 28 days (Early Years Register) or 20 days if included on Childcare Register.

Our procedures for dealing with complaints are as follows:

- If you feel able to, talk to the manager/supervisor of the setting in the first instance.
- If the matter is not resolved to your satisfaction or if you do not feel able to talk to the manager/supervisor of the setting, please contact the Project Manager on 01843 591200.
- If you do not feel able to talk directly to staff working within TEYP, in order for us to proceed with a full investigation, please put your concerns in writing or send an email to head office, c/o maria@thanetearlyyears.org
- Alternatively, you may wish to complain directly to our regulator, Ofsted. The address, together with that of the TEYP can be found below.

Ofsted National Business Unit
Royal Exchange Building
5th, 6th and 7th Floors
Piccadilly Gate
Store Street
Manchester
M1 2WD

Thanet Early Years Project
The Curran Building
Newlands Primary School
Dumpton Lane
Ramsgate
Kent
CT11 7AJ

Tel: 0300 123 4666

01843 591200

Thanet Early Years Project will keep a written record of all complaints received; details of any action taken and an outcome of the investigation will be provided on request to parents in a summary form. All records will be retained for a period of 10 years.