

**Little Cubs Academy**  
**Safeguarding and Welfare Requirements**  
**3.70, 3.74, 3.75**

**Complaint Procedure**

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Your views count – if things are going well we would love to hear about it, a telephone call or a note will let us know we have got things right! If things start to go wrong, let a member of staff know straight away. If you have a worry or comment, we assure you that your views will be taken seriously.

In the first instance, you should contact your child's Key Person, face to face, or by telephone or letter. They will do their best to solve your enquiry and will assure you that all comments will be treated confidentially, if shared this will be in line with data protection legislation.

If you are not happy with this response you should contact the Head Teacher, in person, or by telephone or letter, who will investigate the complaint.

If you still have concerns, please put the issue in writing to:

**Daniel Harvey / Director**  
**Little Cubs Academy**  
**LABS Hawley Lock**  
**1 Water Lane**  
**London NW1 8NZ**

Little Cubs Academy will send you an acknowledgement letter within three working days, advising you that the complaint has been received.

The acknowledgement letter will contain the name of the employee who will be investigating the complaint and give a date by which you should receive a written response. The complaint should be investigated and a written response sent to you within ten working days.

The setting has a procedure for dealing with concerns and complaints from parents/carers and keeps a written record of complaints and their outcome. We investigate all written complaints relating to the requirements and notify complainants of the outcome of the investigation within 28 days of having received the complaint.

We provide Ofsted, on request, with a written record of all complaints made during any specified period and the action that was taken as a result of the complaint.

If you remain dissatisfied at any time during the investigation, you may then take the issue to Ofsted:

**Postal Address:** Applications, Regulatory and Contact (ARC) Team, Ofsted, Piccadilly Gate,  
Store Street, Manchester, M1 2WD  
**Telephone:** 0300 123 1231  
**Email:** enquires@ofsted.gov.uk

We place great value on working in partnership with parents/carers and it is our belief that this is not only good childcare practice, but also essential for the well-being and development of all our children.

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<b>Review Date</b>	<b>Name</b>	<b>Position</b>	<b>Signature</b>
16.4.2020	Ingrid Bard	Operations Manager	<i>Ingrid Bard</i>