

# Kangaroo Kids Complaints Policy

February 2025

---





## **Statement of Intent**

We believe children and parents/carers are entitled to expect courtesy and prompt, careful and serious attention to any concerns or complaints raised. This policy has been written to ensure the best practice and procedures are carried out at Kangaroo Kids. This policy complies with the legal requirements of the Early Years Foundation Stage statutory framework.

## **Aim**

To provide the highest quality care and education for children, where children are happy during their time at Kangaroo Kids and parents/carers are pleased and satisfied with the quality of our pre-school.

To listen and take seriously any concerns or issues raised by parents/carers and take appropriate steps to resolve any problems.

## **Procedures**

- If a parent/carer is unhappy about any aspect of their child's care or how their child has been treated, this should be discussed with the child's key person or the setting Manager. Where possible and appropriate, the key person or setting manager will seek to resolve the problem in a calm and professional manner. If appropriate an explanation and apology would be offered.
- Following this, if the situation is not resolved and the complainant is not satisfied, then further investigation would take place. The complaint would be documented in an appropriate format and recorded.
- The complaint would then be escalated to the Senior Managers – Becky Hewitt and Sarah Beswick.
- Becky and Sarah would carry out further investigation and provide feedback to the complainant within 28 days.
- Becky and Sarah would offer to meet the complainant to discuss the complaint and the investigation and conclusion.
- At all times, Kangaroo Kids management will seek to re-establish a positive and constructive relationship with the complainant
- If the complainant is still not satisfied, they are entitled to make a complaint to OFSTED, contact details are clearly visible at both settings and can be provided on request.