

# The Meadow



## Complaints Policy

Complaints can be made verbally, either in person or by telephone, or in writing by email. The Meadow keeps a Complaints Record, which covers the previous three years. We encourage all families to give us feedback about their experience on a regular basis and talk to us about anything which concerns them. We also aim to be open, honest and straightforward with parents, so that we can resolve problems before they escalate.

If any concern or complaint is raised, we will discuss this with the parents/carers and try to resolve the matter. Sometimes organisational or business disputes need to be sorted out, but if the concern is about our practice, we will investigate and feedback our conclusions.

We will log the details of the concern, the date it was raised, and the outcome of our investigation.

We will notify the parent/complainant of the outcome of our investigation within 28 days.

The details of the concern and the outcomes of our investigation will be recorded in our Complaints Record. Families can ask to see our Complaints Record. We will maintain privacy and confidentiality by providing a summary of the Complaints Record, which gives the date and nature of the complaints in the previous three years without names or personal family information.