



COMPLAINTS POLICY AND PROCEDURE

At 1st Place, we strive to apply the highest standards and quality in all that we do. Should you feel that we have not achieved this, we wish to:

- 1 Listen and learn.
- 2 Put things right.
- 3 Improve our service.

If you have cause for complaint regarding the service that we provide, you should follow the process outlined below as soon as possible to see if your complaint can be resolved.

If your complaint involves Standard 13 (Child Protection), the 1st Place Director will report your complaint to Ofsted within 14 days.

Please note that you have the right to contact Ofsted at any time during a complaints process. Ofsted will expect you to complete our internal complaints process first but they will be able to advise you at any stage.

The full contact details of the people outlined in this policy can be found on the 1st Place website.

Nursery

If your child is at a 1st Place nursery:

1. You should speak to the Key Person for your child or the Senior Early Educator in your child's room.
2. If you feel that your complaint is not resolved after this, you should speak to the Early Education Manager at your child's nursery. You can contact them by telephone, in writing or ask for an appointment to see them in person.
3. We will acknowledge receipt of your written complaint or phone call within three working days. We will give you a response to your complaint within 10 working days or explain what we are doing to resolve your complaint if it will take longer.
4. If your complaint is still not resolved after this, you should contact the 1st Place Director on 020 7740 8090 or by emailing Director@1stplace.uk.com.
5. If you are unhappy with the response that you have received from the Director, you can ask for your complaint to be investigated by the 1st Place Chair of the Board of Trustees. You can contact our Chair at:
The Chair of the Board of Trustees
c/o 1st Place Children and Parents' Centre

12 Chumleigh Street
London
SE5 0RN

6. Southwark Mediation Service may also be able to offer support. You can contact them on 020 7708 4959.
7. As part of the registration process of all early years and play provision by OFSTED, you also have the right to make a complaint to OFSTED. You can contact them by emailing enquiries@ofsted.gov.uk or by calling 0300 123 1231.

If your child is not at a 1st Place nursery but you have a general complaint about our nursery:

1. You should speak to the Head of Early Years. You can contact them by phone, in writing or ask for an appointment to see them in person.
2. We will acknowledge receipt of your written complaint or phone call within three working days. We will give you a response to your complaint within 10 working days or explain what we are doing to resolve your complaint if it will take longer.
3. If your complaint is still not resolved after this, you should contact the 1st Place Director on 020 7740 8070 or by emailing Director@1stplace.uk.com.
4. If you are unhappy with the response that you have received from the Director, you can ask for your complaint to be investigated by the 1st Place Chair of the Board of Trustees. You can contact our Chair at:
The Chair of the Board of Trustees
c/o 1st Place Children and Parents' Centre
12 Chumleigh Street
London
SE5 0RN
5. Southwark Mediation Service may also be able to offer support, you can call them on 020 7708 4959.
6. As part of the registration process of all early years and play provision by OFSTED, you also have the right to make a complaint to OFSTED. You can contact them by emailing enquiries@ofsted.gov.uk or by calling 0300 123 1231.

Family Support

1. If you are using our Family Support services, attending training, using the crèche, or one of our drop-ins, you should speak to the staff member leading the session you are attending.
2. If you feel that your complaint is not resolved after this, you should:
 - Contact Elena Salazar (Family Support Manager) if your complaint relates to Family Support services, training sessions or another Children's Centre service.
 - Contact Judy Morris (Early Years Practitioner and Crèche Manager) if your complaint relates to the crèche or drop-in services.
7. We will acknowledge receipt of your written complaint or phone call within three working days. We will give you a response to your complaint within 10 working days or explain what we are doing to resolve your complaint if it will take longer.

8. If your complaint is still not resolved after this, you should contact the 1st Place Director on 020 7740 8070 or by emailing Director@1stplace.uk.com.
9. If you are unhappy with the response that you have received from our Director, you can ask for your complaint to be investigated by the 1st Place Chair of the Board of Trustees. You can contact our Chair at:
The Chair of the Board of Trustees
c/o 1st Place Children and Parents' Centre
12 Chumleigh Street
London
SE5 0RN
10. Southwark Mediation Service may also be able to offer support. You can contact them on 020 7708 4959.
11. As part of the registration process of all early years and play provision by OFSTED, you also have the right to make a complaint to OFSTED. You can contact them by emailing enquiries@ofsted.gov.uk or by calling 0300 123 1231.