



PARENT COMPLAINT

Impact Wrap Around Care - Parent Complaint Procedure

At Impact Wrap Around Care, we are committed to providing a safe and supportive environment for your child. If you have any concerns or complaints, we encourage you to follow the steps outlined below so that we can address them in a timely and professional manner.

Step 1: Talk to the Staff Member Involved

If you have a concern or issue, the first step is to speak directly with the staff member involved. This may be the person who is working with your child at the time. Often, issues can be resolved quickly through open communication.

Step 2: Speak with the Manager

If you feel that your concern has not been adequately addressed by the staff member, or if the issue requires further attention, please contact the Manager, Harriet Hatley on 07716046487 or impactwraparound@gmail.com. The Manager will listen to your complaint, investigate the situation, and work with you to find a resolution.

Step 3: Formal Written Complaint

If the issue persists or you would prefer to submit a formal complaint, you can do so in writing. Please send a detailed written complaint to impactwraparound@gmail.com. The Manager will acknowledge receipt of your complaint within 24 hours and will work with you to resolve the matter as quickly as possible.

Step 4: External Resolution

If after following the above steps, you feel that your concern has not been resolved satisfactorily, you may contact OFSTED for further assistance.

If you're looking to make a complaint to Ofsted (the Office for Standards in Education, Children's Services and Skills), here's the information you need:

How to Make a Complaint to Ofsted

You can contact Ofsted if you feel that a childcare provider, including Wrap Around Care services, is not meeting the required standards. Ofsted can investigate complaints related to safeguarding, the quality of care, or other concerns about registered childcare providers.

Steps to Make a Complaint:

1. You can submit a complaint directly through the Ofsted online complaints form.
2. Contact Ofsted by phone to discuss your complaint - Ofsted's contact number: 0300 123 1231
3. Email Ofsted to make a complaint - enquiries@ofsted.gov.uk
4. By Post -

Ofsted

Piccadilly Gate
Store Street
Manchester, M1 2WD
United Kingdom

What Information You Should Provide:

When making a complaint, you'll need to provide the following details:

- The name of the childcare provider or Wrap Around Care service.
- A description of the issue or concern.
- Any specific dates or incidents that you are concerned about.
- Any steps you have already taken (such as speaking to the Manager or staff).

Ofsted will then investigate your complaint and determine whether the service is in breach of any regulations.

We value your feedback

Your feedback helps us improve our service. We strive to resolve any issues promptly and respectfully and appreciate your involvement in helping us create a positive experience for all families.