



Complaints: Policy and Procedures

Date created: September 2019 Reviewed by CSH July 2021, no amendments deemed

necessary

reviewed Aug 2022 CSH; updated 9/6/23 CSH updated 15/8/24 CSH Aug25 CSH

We are committed to reviewing our policy and good practice annually.

Woodland Nurture's overarching priority is to keep all participants safe at all times. This Policy shall be applied with reference to all Woodland Nurture sessions.

As a small provider, we endeavour to meet the needs of our learners as far as possible and hope that we provide a happy experience for all involved. We pride ourselves in being open and honest and hope that you will feel comfortable approaching us with any concerns. Most issues can be solved at the start or end of a session or if we are unable to be free at this time we will arrange a time to chat that is mutually convenient. Occasionally we may refer you to our policies if we feel this will help you to understand our procedures.

If you are still not satisfied and feel the need to make a complaint about the service that we provide, or about a member of staff, we are more than happy to discuss this with you. We take all complaints seriously and endeavour to deal with every matter as fairly and effectively as possible.

For any complaints made by external organisations, schools or individuals this is best done via email or telephone conversation to Claire Hughes claire@woodlandnurture.co.uk 07866882425.

Following a meeting to discuss the nature of your complaint, we will log it in our Complaints Book, which will include:

- The names of all involved in the complaint
- The nature of the complaint including relevant details
- How it was dealt with including actions and outcomes
- Any subsequent action
- The time scale in which the complaint was dealt with
- The name of the person responsible for dealing with your complaint.

Once your complaint has been logged, you will be asked to countersign it and will be given a copy.

If you feel dissatisfied with how your complaint has been dealt with, please arrange a further meeting so that we can work things through to find a reasonable solution.

You may also wish to contact Ofsted at the following address:

OFSTED
Complaints Dept
National Business Unit
Piccadilly Gate, Store St
Manchester
M1 2WD
0300 123 1231
www.ofsted.gov.uk/parents

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