



### Complaints Procedure

- 1) Speak with your Centre Manager
- 2) In the unlikely event you have a complaint which you do not feel able to make to your Centre Manager or a complaint which has not been dealt with to your satisfaction, please contact Head of Operations or the Chief Executive
- 3) If you wish to take your complaint further, please write to the Chair of Trustees
- 4) In the unlikely event that you have a serious complaint which you believe breaches regulations and cannot be dealt with by us to your satisfaction please contact Ofsted.

We investigate most complaints within 1 working day and all of them within 5 working days. We provide an account of findings, and action taken, to the complainant and keep a log which all parents can access. We keep records of complaints for 10 years and in the unlikely event that we receive a serious complaint about a breach of Ofsted standards, we will immediately inform Ofsted who may conduct their own investigation.

### Contacts

**Head of Operations** – Garry Harvey – 020 8683 9606 – [g.harvey@kidscity.org.uk](mailto:g.harvey@kidscity.org.uk)

**Chief Executive** – Jackie Nunns – 020 8683 9601 – [j.nunns@kidscity.org.uk](mailto:j.nunns@kidscity.org.uk)

**Chair of Trustees** – Angela Spatharou – [chair@kidscity.org.uk](mailto:chair@kidscity.org.uk)

**Ofsted** - 0845 640 4040 - Enquires [@ofsted.gov.uk](mailto:@ofsted.gov.uk)

