

Complaints Procedure

The procedure to ensure that complaints either from staff or parents are dealt with promptly and in confidence are as follows:

If a parent has a complaint against The Hollies or its staff they should first bring it to the attention of one of the Supervisors. If the complaint is against a Supervisor then it should be taken to the Chairperson of the Committee. Any complaints will be referred to the appropriate authority and their guidelines followed.

Normally any complaints are dealt with quickly or easily, but if there are any complications then the complaint can be brought up at the next staff meeting or committee meeting. In the event of a complaint requiring urgent attention, then an emergency meeting can be called at any time.

In addition to the above, the Hollies is inspected by the inspection unit of OFSTED. If any parent believes that their complaint has not been dealt with to their satisfaction then they may contact the inspection unit.

Ofsted
Piccadilly Gate
Store Street
Manchester
M1 2WD

Telephone number: **0300 123 1231**