

Thanet Early Years Project

Complaints Procedure

Thanet Early Years Project (TEYP) aims to provide the highest standards of care and education in all our settings. Any complaints received from parents/carers are dealt with as a serious and urgent matter.

If you have a complaint or concern about any aspect of the services provided, it is imperative that you bring this to our attention for us to resolve any issues promptly.

It is a requirement of our regulator Ofsted that all complaints received in writing or by electronic mail that relate to one or more of the requirements or conditions of registration are investigated fully and the complainant must receive a written account of the findings within 28 days.

Our procedures for dealing with complaints are as follows:

- If you feel able to, talk to the manager/supervisor of the setting in the first instance.
- If the matter is not resolved to your satisfaction or if you do not feel able to talk to the manager/supervisor of the setting, please contact the Project Manager on 01843 609634.
- If you do not feel able to talk directly to staff working within TEYP, for us to proceed with a full investigation, please put your concerns in writing or send an email to head office, c/o admin@thanetearlyyears.org whereby it will be forwarded to the chair of the Trustees.
- Alternatively, you may wish to complain directly to our regulator, Ofsted. The address, together with that of the TEYP can be found below.

Applications, Regulatory and
Contact (ARC) Team
Ofsted
Piccadilly Gate
Store Street
Manchester
M1 2WD

Tel: 0300 123 1231

Thanet Early Years Project
Kent Innovation Centre
Thanet Reach Business Park
Millennium Way
Broadstairs
Kent
CT10 2QQ

01843 609634

Thanet Early Years Project will keep a written record of all complaints received (Data Protection Act 2018); details of any action taken, and an outcome of the investigation will be provided on request to parents in a summary form.

All records will be retained for a period of 3 years.