



Complaints and Compliments Policy

At Cornerstone Learning CIC, we strive to provide the highest quality of care, education and support for our children and families and believe that all parents are treated with care, courtesy and respect.

We always hope that parents are happy and satisfied with the quality and service provided and we encourage parents to voice their appreciation to the staff concerned and / or management. We record all compliments and share these with team members.

We welcome any suggestions from parents on how we can improve our services and will give prompt and serious attention to any concerns that parents may have. Any concerns will be dealt with professionally and promptly to ensure that any issues arising from them are handled effectively and to ensure the welfare of all children, enable ongoing cooperative partnership with parents and to continually improve the quality of our setting.

We have a formal procedure for dealing with complaints where we are not able to resolve a concern. Where any concern or complaint relates to child protection, we follow our Safeguarding Policy.

Internal Complaints Procedure

Stage 1

If any parent should have cause for concern or any queries regarding the care or teaching provided by Cornerstone Learning, they should in the first instance take it up with a member of the team as soon as possible.

Stage 2

If the issue remains unresolved or parents feel they have received an unsatisfactory outcome, then they must present their concerns in writing as a formal complaint to the directors. The directors will then investigate the complaint and report back to the parent within 5 working days. The directors will document the complaint fully, the actions taken and the outcome in relation to it in the complaints log book.

Stage 3

If the matter is still not resolved, Cornerstone Learning will hold a formal meeting between the directors and parent to ensure that it is dealt with comprehensively. Cornerstone Learning will make a record of the meeting and document any actions. All parties present at the meeting will review the accuracy of the record and be asked



to sign to agree it and receive a copy. This will signify the conclusion of the procedure.

Stage 4

If the matter cannot be resolved to their satisfaction, then parents have the right to raise the matter with Ofsted. Parents are made aware that they can contact Ofsted at any time they have a concern, including at all stages of the complaints procedure, and are given information on how to contact Ofsted. It risk assesses all complaints made and may visit the setting to carry out a full inspection where it believes requirements are not met. A record of complaints will be kept by Cornerstone Learning. The record will include the name of the complainant, the nature of the complaint, date and time complaint received, action(s) taken, outcomes of any investigations and any information given to the complainant including a dated response. Parents will be able to access this record if they wish; however, all personal details relating to any complaint will be stored confidentially and will be only accessible by the parties involved. Ofsted inspectors will have access to this record at any time during visits to ensure actions have been met appropriately. The record of complaints is made available to Ofsted on request. We will follow this procedure for any other compliments and complaints received from visitors to the provider, where applicable.

Contact details for Ofsted:

Email: enquiries@ofsted.gov.uk

Telephone: 0300 123 1231

By post: Ofsted Piccadilly Gate Store Street Manchester M1 2WD

Quality Assurance

Cornerstone Learning will ensure that systems are in place to monitor the implementation of and compliance with this policy and accompanying procedures. The directors will ensure action is taken to swiftly remedy any identified weaknesses within its procedures.

Policy Dates

This policy was written and takes effect February 2024

Paulina Malolepsza BSc
Director at Cornerstone Learning CIC