



Within the Wood Complaints and Compliments Policy

At Within The Wood, we believe that customers are entitled to expect courtesy and prompt, careful attention to their individual needs and wishes. We always hope that customers are happy with the service provided and we encourage customers to voice their appreciation to the staff concerned. We record all compliments and share these with staff. We welcome any suggestions from customers on how we can improve our services, comments can be made either on our parent WhatsApp groups, to our email withinthewooduk@gmail.com, or by text/call on our number 07508181406. Positive reviews can also be left on our Facebook, Instagram and Google accounts.

We will give prompt and serious attention to any concerns that customers 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 attending Within The Wood sessions. We also want to enable ongoing cooperative partnership with customers and to continually improve the quality of the 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 and Child Protection Policy.

Internal complaints

Stage 1

If any customer should have cause for concern or any queries regarding the they should in the first instance take it up with the session leader.

Stage 2

If the issue remains unresolved or customers 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 customer within 5 working days. The director will document the complaint fully and the actions taken in relation to it. (Most complaints are usually resolved informally at stage 1 or 2.)

Stage 3

If the matter is still not resolved, Within The Wood will hold a formal meeting between the director, customer and a session leader to ensure that it is dealt with comprehensively.

Within The Wood 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 customers have the right to raise the matter with Ofsted or the Ombudsman, depending on the nature of the session that was delivered (i.e. a corporate event, Forest School, private party with adults, etc). Parents of children attending Forest School or Holiday Camps are made aware that they can contact Ofsted at any time if they have a concern, including at all stages of the complaints procedure, and are given information on how to contact Ofsted. Ofsted is the registering authority for childcare providers in England and investigates all complaints that suggest a provider may not be meeting the requirements of the settings' registration. 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 at Within The Wood. The record will include the name of the complainant, the nature of the complaint, date and time complaint received, action(s) taken, result of any investigations and any information given to the complainant including a dated response.

Customers 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.

Contact details for Ofsted:

Email: enquiries@ofsted.gov.uk.

Telephone: 0300 123 1231

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

In the relation to the childcare services that Within The Wood provides, parents will also be informed if the Within The Wood becomes aware that they are going to be inspected and after inspection Within The Wood will provide a copy of the report to parents and/or carers of children attending on a regular basis.

Signed:

Date: 02/04/2025



This policy will be reviewed in April 2026