



## Elements Outdoor Learning Written Complaints Policy

We, at Elements Outdoor Learning, aim to work closely with parents and carers to ensure your children have the best time in our Hengistbury Head setting. We will do our utmost to support your child to engage in the planned activities, build strong friendships, navigate the land safely and to manage any interpersonal challenges they may face whilst in our care.

We understand that your child may experience situations that we may not be aware of and/or you may not feel satisfied with the way in which an incident may have been handled. In those circumstances we encourage parents and carers to follow our complaints procedure to ensure your child continues to feel safe and happy whilst at Elements Outdoor Learning (Elements).

### Informal Stage

1. If you have any worries or concerns, please speak with a member of staff at Elements. The member of staff will then investigate the situation and hopefully resolve the matter quickly and amicably to ensure all involved parties are happy and satisfied. Please remember to report any concerns as soon as you can as it can be difficult to investigate situations that have happened a long time ago.
2. If you still feel the situation has not been resolved, please speak directly to the owner, in person or via email, who will liaise with the original member of staff and undertake further investigations to ensure a positive outcome for all. Most concerns should be resolved informally and to the satisfaction of all parties at this stage.

### Formal Stage

3. If you feel that your concerns have not been resolved, or if the problem recurs after speaking with the director of Elements, you are entitled to begin a formal complaints procedure.
  - To begin this process, please write a letter or email to the owner explaining clearly and concisely what your concern is and what outcome you would like to see.
  - Elements will fully investigate all written complaints and will record all processes taken in order to come to an appropriate resolution, e.g. interviews undertaken; individuals involved in the investigation and any referrals made to external agencies, e.g. Ofsted, department of social services, environmental health.
  - Once the investigation has been completed, the company director will meet with the complainant to discuss the outcome if appropriate.
  - A written response detailing the investigation will be issued within 28 days of the complaint being made. Details will include any actions identified by the setting or by an

external agency (with permission) and the outcome of the investigation, including any identified areas for improvement within the setting.

- All written complaints and responses will be treated as confidential, stored in a confidential file and on a password protected company computer.

4. If after following the above procedures and a satisfactory resolution to your concerns has not been reached, you will need to refer Elements to the external regulator, Ofsted. Information from gov.uk has been posted below.

Ofsted's powers here are limited: we cannot resolve disputes between you and the provider. Our role is to make sure that the childcare provider is following all [registration requirements](#) and take action if necessary. To complain about a childcare provider, get in touch with us at [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk) or 0300 123 4666.

If you complain, we will review the information you provide and decide what to do. We may carry out an immediate inspection, ask the provider to take action or work with other agencies to look at any issues.

However, we will not contact you to let you know the outcome.

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| This policy was adopted by       | Elements Outdoor Learning |
| On                               | 01/09/2023                |
| Date to be reviewed              | 01/09/2024                |
| Signed on behalf of the provider |                           |
| Name of signatory                | Saira Court               |
| Role of signatory                | Elements Owner and Leader |