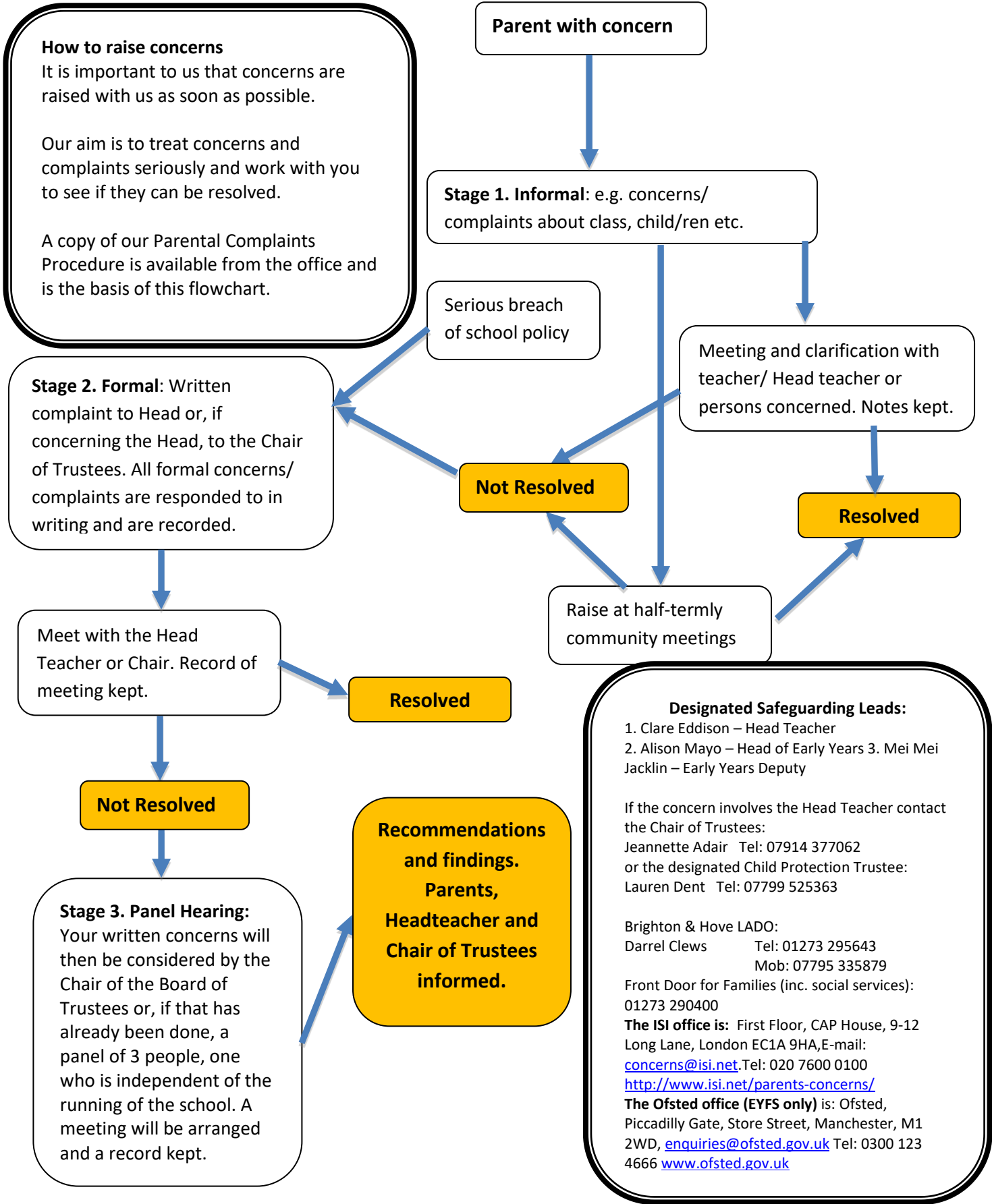


PARENT CONCERNS and COMPLAINTS FLOWCHART



How to raise concerns
It is important to us that concerns are raised with us as soon as possible.

Our aim is to treat concerns and complaints seriously and work with you to see if they can be resolved.

A copy of our Parental Complaints Procedure is available from the office and is the basis of this flowchart.

Stage 2. Formal: Written complaint to Head or, if concerning the Head, to the Chair of Trustees. All formal concerns/complaints are responded to in writing and are recorded.

Designated Safeguarding Leads:

1. Clare Eddison – Head Teacher
2. Alison Mayo – Head of Early Years
3. Mei Mei Jacklin – Early Years Deputy

If the concern involves the Head Teacher contact the Chair of Trustees:
Jeannette Adair Tel: 07914 377062
or the designated Child Protection Trustee:
Lauren Dent Tel: 07799 525363

Brighton & Hove LADO:
Darrel Clews Tel: 01273 295643
Mob: 07795 335879

Front Door for Families (inc. social services):
01273 290400

The ISI office is: First Floor, CAP House, 9-12 Long Lane, London EC1A 9HA, E-mail: concerns@isi.net. Tel: 020 7600 0100
<http://www.isi.net/parents-concerns/>

The Ofsted office (EYFS only) is: Ofsted, Piccadilly Gate, Store Street, Manchester, M1 2WD, enquiries@ofsted.gov.uk Tel: 0300 123 4666 www.ofsted.gov.uk