



## *Compliments, Concerns & Complaints*

Guidance for Parents & Carers

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## Introduction

This policy is based on the Ofsted publication (Crown copyright) of the same title.

## Compliments, concerns & complaints

Whitgift SNAP welcomes any communication with parents and carers. We aim to acknowledge statements of praise, concern or complaint within 10 days of receipt. It doesn't matter how you contact us, it might be by telephone, post or email, we will treat all correspondence equally.

### What if I am pleased with the service?

Please let us know! Many parents and carers use the end of scheme questionnaire to feed back their praise and suggestions. It's very helpful to know what young people and carers found successful and helpful, that way we can continue to improve our Project.

You can also let Ofsted know by calling the Early Years Helpline on 0845 601 4771. They take this information into account when undertaking inspections.

### What if I have a concern?

The first step is to discuss the concern with us. You can write to us at **Whitgift SNAP, c/o Whitgift School, Haling Park, South Croydon, CR2 6YT**, or you can email us at **enquiries@whitgiftsnap.org.uk**, or you can call us on **020 8688 9222**. Most concerns can be resolved at this stage. If you feel SNAP has not adequately dealt with your concern or you feel unable to contact us then you can call Ofsted on 0845 601 4772.

### What if I want to make a complaint?

We will acknowledge your complaint within 10 days of receipt (please note we are not in the office on a daily basis). Your complaint will be investigated internally as soon as possible and discussed at the subsequent Management Committee Meeting, held monthly. We therefore aim to respond to your complaint within 6 weeks following acknowledgement. We will detail, as far as possible, how we have dealt with your complaint.

If you are not happy to bring your complaint directly to us, or feel we have not dealt with your complaint fully then you can contact Ofsted directly on their Early Years Complaint Helpline on 0845 601 4772.

Ofsted has a great deal of regulatory information on their website [www.ofsted.gov.uk](http://www.ofsted.gov.uk) and includes inspection reports on Whitgift SNAP.