

## Complaints procedure

At SSUK all reasonable measures are taken to ensure the safety and happiness of the children in our care. In the unlikely event that an accident should happen or if you are dissatisfied with an incident or our service, we have detailed below the procedure which should be adhered to.

- A) Please talk directly to the supervisor or manager at the earliest opportunity.
- B) If you are not satisfied with the explanation or outcome, please complete the form found below and email to [ssukkids@icloud.com](mailto:ssukkids@icloud.com) or hand in to a member of staff.
- C) SSUK owner, Romon Forrester will deal with all complaint forms in a speedy, satisfactory manner and in the strictest confidence.
- D) If your complaint is regarding a safe guarding incident/issue and you are not happy with the outcome, please contact Ofsted.
- E) If your child's place has been revoked and you feel this is unfair and that the staff at SSUK have not followed our Policies and Procedures or Terms and Conditions, then please ask for details of our independent appeals process.

<b>Name</b>	
<b>Date of incident</b>	
<b>Names of staff members informed</b>	
<b>Details of incident</b>	
<b>Staff member or pupil involved</b>	
<b>Any additional comments</b>	