

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.

in a speedy, satisfactory manner and in the strictest confidence.

Complaints Procedure

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 below form and e-mail to 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/ or 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E) If your child's place has been revoked and you feel this is unfair and that the staff at SSUK have not followed our Policies and Procedures or Terms and Conditions then please ask for details of our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.

Name	
Date of incident	
Names of staff member informed	
Details of incident	
Staff member or pupil involved	
Any additional comments	

