

Kintore Way Children's Centre Complaints Policy

If there is any matter about which a parent or carer wishes to make a complaint, this should in the first instance be raised with the staff in the child's class, or with the Head of Centre if this is more appropriate.

If the parent or carer is still dissatisfied, the matter might then be brought to the attention of the governing body, but if the complaint cannot be resolved within the centre then Southwark Education should be notified.

The address is:

Southwark Education,
John Smith House,
144-152 Walworth Road,
London SE17 1JL.

Telephone: 020 7525 5299.

email: education.complaints@southwark.gov.uk

website: www.southwark.gov.uk

If necessary, the complaint can be taken through two further stages. The Council's Customer Feedback Team (19, Spa Road, London SE16 3QN) can be asked to look into the complaint, and in addition the local government ombudsman provides a free and confidential service.

The address for the latter is:

The Local Government Ombudsman,
The Oaks,
2 Westwood Way
Westwood Business Park,
Coventry CV4 8JB.
Telephone: 024 7669 5999.

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