



Aim - to facilitate channels of communication which allow and encourage learners and customers to raise concerns regarding the service provided.

PLEASE NOTE: This policy does not cover any appeals against a decision made by Kids Planet Training Academy in relation to an assessment or quality assurance judgment, instead, any enquiry or appeal should be submitted via the processes as set out in the Kids Planet Training Academy Appeals procedure.

How to make a complaint

Informal Complaints

If any learner or customer has a query, they should discuss this with their assessor or with a member of the management team in the Training Academy, as soon as possible. At this early stage, a complaint may be resolved directly and informally. Most complaints are resolved in this manner.

Formal Complaints

Formal complaints can be presented in writing, to Head of Training and Development , Gill Mason.

Gill Mason
Kids Planet Training Academy
Mobberley Road
Knutsford
WA16 8HY

The Head of Training and Development will investigate the complaint and report back as soon as is reasonably practicable, but within 28 days of the complaint being made. If in the circumstances the investigation will take longer than 28 day, you will be informed that the 28 days has been extended and of the new timeframe.

We believe that learners and customers are entitled to expect courtesy and prompt careful attention to their individual needs and wishes. We welcome suggestions on how we can improve our services, and will give prompt and serious attention to any concerns that you may have by following our complaints procedure.

A record of complaints will be kept in the Academy and discussed regularly with the kids Planet CEO. All complaints are processed in compliance with the Data Protection Act 2018.

Escalating Complaints

If it seems more appropriate in the circumstances to complain directly to Kids Planet Head Office, or you are not happy with the way we have handled your complaint, please refer the matter in writing to:

Head Office
Kids Planet Day Nurseries Limited
231 Higher Lane
Lymm
Cheshire
WA13 0RZ
01925 753448
headoffice@kidsplanetdaynurseries.co.uk

If you remain unhappy, the contact details for Skills First (the Awarding Organisation for our childcare qualifications) are listed overleaf, along with contact details for the ESFA and for Ofsted.

You can contact any of these at any point during the complaints procedure.



Kids Planet Day Nurseries Head Office 231 Higher Lane Lymm Cheshire WA13 0RZ Tel: 01925 753448 headoffice@kidsplanetdaynurseries.co.uk	Awarding Body Head Office Skills First Suite 416 Fort Dunlop Fort Parkway Birmingham B24 9FD Tel: 0121 270 5100 customerservices@skillsfirst.co.uk
OFSTED (Office for Standards in Education) Royal Exchange Buildings Piccadilly Gate Store Street Manchester M1 2WD Tel: 0300 123 1231	Education and Skills Funding Agency Customer Service Team Education and Skills Funding Agency Cheylesmore House Quinton Road Coventry CV1 2WT Email:complaints.esfa@education.gov.uk

Compliments

Our aim is for learners and customers to be happy with the service provided. We welcome positive feedback regarding our Academy or a particular member of Academy staff. We know and understand that learners and customers like to voice their appreciation. We welcome this and encourage you to send any compliments through either in the same manner either via the **Head of Training and Development** or directly to Head Office. Team appreciation has a big emphasis at Kids Planet and we always wish to reward those that are consistently demonstrating outstanding practice and care.