

CEDA
The Clare Milne Centre - Emperor Way
Exeter Business Park - Exeter - EX13QS
T: 01392 360645
E: info@cedaonline.org.uk
W: www.cedaonline.org.uk



Creating Opportunities with Disabled People

CEDA Compliments and Complaints Procedures – Children’s Services

CEDA aims to provide the highest quality of care for all our children. We aim to offer a welcome to each individual child and family and to provide a warm and caring environment within which all children can learn and develop as they play.

We believe children and parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes. Our intention is to work in partnership with parents and the community generally and we welcome suggestions on how to improve our group at any time.

Compliments It is essential for us to gauge how well we are doing and it is important for us to receive positive feedback about our service.

Making concerns known:

- ❖ A parent who is uneasy about any aspect of the centre’s provision should first of all talk over any worries and anxieties with the Play Leader
- ❖ If this does not have a satisfactory outcome the parent/carer should approach the co-ordinator to discuss the situation.

Most complaints should be resolved informally or at this initial stage

- ❖ If the situation is not resolved a meeting should be set up with the parent/carer, and the Director. Parents/carers should have a friend or partner present if required and the Director may request the presence of a colleague. An agreed written record of the discussion should be made.
- ❖ You can make your concerns known to your case manager at your local Joint Agency Services, who will support you in resolving the difficulties.
- ❖ If you want the complaint to be considered by the Board of Trustees, you should tell the Manager who will inform the Trustees of the complaint. In



Patrons- Roger Jefcoate CBE &
County Councillor Saxon Spence CBE

Registered in England and Wales as Community, Equality Disability Action Ltd
No.4693500

Registered Charity No 1096528
Registered Office as above

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the event that the Trustees meet to consider your complaint, you may - attend in person, bring a friend or representative to the meeting and also outline your complaint to the meeting and question those present. Or - put your complaint in writing, you will be invited to attend a Trustees meeting.

- ❖ You may make a formal complaint to Ofsted, you can do this in writing all complaints should be sent to: Royal Exchange Buildings, St Ann's Square, Manchester, M2 7LA, quoting CEDA's registration number EY359856.

We believe that most complaints are made constructively and can be sorted out at an early stage. We also believe that it is in the best interests of the centre and parents that complaints should be taken seriously and dealt with fairly and in a way that respects confidentially.



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