



## COMPLAINTS

Autism Early Support Trust Ltd is committed to providing high quality education, therapy, assessment and support for children with autism, or similar communication disorders from age 2 – 11. Our specialist nursery setting can cater for the needs of these children from age 2-5 . We aim to provide a warm and caring environment within which the individual needs of each child can be developed.

AET works in partnership with parents and we welcome suggestions on how to improve our work..

### **Making concerns known**

- A parent who is uneasy about any aspect of our provision should first of all talk over any worries with the Head of Nursery, or if it relates to our assessment and support services, our COO.
- If this does not have a satisfactory outcome within 2 weeks, or if the problem recurs, the client (parent, or client of our services) should put the concerns or complaint in writing and request a meeting with the CEO. The final stage of complaint resolution following a meeting with the CEO, would be to contact the Chair of Trustees if the complaint is not satisfactorily

The registering authority (OFSTED) would be involved if there seemed to be a possible breach of registration requirements at our nursery or if a child appeared to be at risk.

- Parents may register formal complaints directly with the registering authority by contacting:

OFSTED  
Piccadilly Gate  
Store Street  
Manchester  
M1 2WD

Quote Autism Early Support Trust Ltd's registration number: EY 462850

Or you can phone **0300 1231231**

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

<b>Review Date:</b>	<b>July 2019</b>
<b>Next Review Due:</b>	<b>July 2021</b>