



Complaint/Concerns and Compliments

Issue date	Reviewed by	Next review date
September 2023	Shirlyn Watson	September 2024

Statement of Intent: It is our policy to work in close partnership with all parents to meet the needs of their children. Maintaining good communication between both parties will aid this approach. We hope that you will feel comfortable enough to discuss any concerns or issues that you may have with us directly should our service fall short of your expectations. Often a concern is a simple misunderstanding that we would like to resolve. We expect parents to immediately bring to our attention any aspect of our service they are not happy with so that every effort can be made to rectify the issue.

- We expect parents to share their concerns with us in the first instance and prior to making a formal complaint.
- In the second instance if your concerns remain we would encourage parents to speak to our directors to take further action (Investigation, interviews, gather information, time scales).
- Should the situation remain unresolved we will inform parents of the procedures to be followed and how to make a formal complaint.
- We display an Ofsted poster for parents which introduces Ofsted's childcare responsibilities and gives Ofsted contact details should you require these.

Procedure (how we will put the statement into practice)

- It is a condition of our registration to investigate all written complaints relating to the requirements of the Early Years Foundation Stage. We will investigate all complaints and notify the complainant of the outcome within 28 days of the receipt of the complaint.

We will keep a written record of all complaints and their outcome for at least three years. Confidentiality will be maintained but, as required, we will provide Ofsted, on request, with a written record of all complaints within a specified period and the action taken as a result of each complaint.

We will record the following information:

- The name of the person making the complaint.
- The Early Years Foundation Stage requirement(s) to which the complaint relates too.
- The nature of the complaint.

- The date and time of the complaint.
- Any action taken in response to the complaint
- The outcome of the complaint investigation (for example, ways the service has improved).
- Details of the information and findings that were given to the person making the complaint, including any action taken.

If the complaint cannot be resolved or if the complaint is of a serious nature and you feel you cannot discuss it with us or our directors please contact Ofsted on 03001 231231.

Ofsted produces guidance on concerns and complaints about childminders and childcare providers. This is available on the [Ofsted website](#) and provides guidance on the complainant's right to contact Ofsted.

This policy links to Early Years Foundation Stage Safeguarding and Welfare Requirements.:2021
Information and Records, Complaints