



Complaint Policy

(Updated April 2023)

Whilst aiming to achieve the highest standard of care and education for children and to foster a positive partnership with families, we recognise that on occasion, circumstances may lead to a parent/carer wishing to make either a formal or informal complaint.

We believe that children and parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes. We welcome suggestions on how to improve our setting and will give prompt and serious attention to any concerns about the running of the setting. We anticipate that most concerns will be resolved quickly by an informal approach to the appropriate member of staff. If this does not achieve the desired result, we have a set of procedures for dealing with concerns. We aim to bring all concerns about the running of our setting to a satisfactory conclusion for all the parties involved.

Any parent who has a concern about an aspect of the settings provision should talk it over first with the Manager. Hopefully, this will resolve it. If not, then they should fill out a complaint form and hand in the complaint in writing to the office/management. A meeting will be arranged after the complaint has been investigated in full and we will discuss the outcome.

If still not satisfied with the outcome, then another meeting with all managers and a witness of your choice will be arranged. If we can still not resolve the situation, then an external mediator will be invited (acceptable to both sides). Throughout this process, the discussions will be kept confidential. A final meeting will be called with the mediator to reach a decision on the action to be taken to deal with the complaint. Written records will be taken of all meetings, and all present will sign and receive a copy.

At any stage of this process, parents are within their rights to approach Ofsted directly. Ofsted's complaints & Enforcement Team can be contacted by phone or in writing at the address below:

Applications, Regulatory and Contact (ARC) Team
OFSTED
Piccadilly Gate
Store Street
Manchester M1 2WD
Tel 0300 123 1231

The outcome of all complaints is recorded in the Summary Complaints Record file and is available for parents and OFSTED inspectors on requests.

In the event of a parent/carer wanting to complain about a member of staff or an incident, we would follow the following guidelines.

- Speak to a member of staff or directly to management giving as much information as possible.
- If it is discussed with a member of staff, then they will report the complaint to the manager and complete a complaint form immediately.
- The manager will confirm receipt of this within 24 hours
- The complaint will then be investigated, and an action plan will be drawn up to address the issue.
- Once made aware of the complaint, the manager must record the complaint within 24 hours.
- All complaints must be fully investigated, written and emailed to parents, giving an account of their findings within 28 days.
- Should parents feel they cannot speak to a member of staff; the complaint can be written and sent to the owners directly.

Parents



Ofsted registers and inspects childcare for children aged from birth to 17 years.

Registered childcare providers and childminders have to meet requirements that relate to welfare and safety, the people providing the care and the organisation of the childcare. Childcarers registered on the Early Years Register, who care for children aged from birth until 1 September following a child's fifth birthday, also have to meet requirements for children's learning and development.

What you can tell us

- Is the childcare good?
- Can it be made better?
- Do you have any concerns?

If you want to tell us anything about your child's childcare, you can ring

0300 123 1231

Or you can write to us at:
Applications, Regulatory and
Contact (ARC) Team
Ofsted
Piccadilly Gate
Store Street
Manchester M1 2WD

If you would like more information about Ofsted's role as the regulator of childcare, you can visit our website:
www.ofsted.gov.uk/early-years-and-childcare

If you would like information about the availability of childcare in your local area, please visit the following link to find your local Family Information Service (FIS):
<http://findyourfis.familyandchildcaretrust.org/kb5/findyourfis/home.page>