

Complaints Policy

Providers must put in place a written procedure for dealing with concerns and complaints from parents and/or carers, and must keep a written record of any complaints, and their outcome..... EYFS 2012

Our aim is to provide a high quality childcare service working in close partnership with all parents/carers; meeting the individual needs of their children.

If there is any aspect of the service we provide that does not meet the standard a parent/carer is happy with, they should bring it to our attention straight away and we will make every effort to resolve the issue. The complaint can be made verbally or, if preferred, formally in writing or by email.

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

A written record of all complaints and their outcomes are kept for at least three years.

While maintaining confidentiality I will provide Ofsted, when requested, with a written record of all complaints within a specified period and the outcome and action of each complaint.

A complaint record will contain the following information:

- The name and contact details of the complainant.
- The date and time of the complaint.
- The nature of the complaint.
- The Early Years Foundation Stage requirement(s) to which the complaint relates.
- Action taken in response to the complaint.
- The outcome of the complaint investigation, and where necessary improvements to be implemented.

- **A copy of the information and findings that were given to the person making the complaint, including any action taken.**

If the complaint is not resolved to your satisfaction or if the complaint is serious and feel you can't discuss it with me, Please contact Ofsted.

Ofsted can be contacted at any stage of the complaints process. The contact details for Ofsted are:

Ofsted

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St. Ann's Square

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0300 123 1231