



## Complaints Policy and Procedure

*"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  
Statutory Framework for the EYFS 2017 (3.74)*

I will meet the EYFS requirements by providing consistent high quality childcare and education and by working in close partnership with parents and/or carers to meet the needs of all children. Maintaining good communication will support this.

If parents/carers think I am not meeting the EYFS requirements, then I ask you to please bring this to my attention as soon as possible and I can make every effort to resolve the matter. This can be done verbally or in writing.

To meet the requirements of the Early Years Foundation Stage and the Childcare Register I must:

- ✓ Keep a record of any complaints received and the outcome. (3.74)
- ✓ Investigate all written complaints relating to the fulfilment of the EYFS requirements and notify parents or the complainant of the outcome of the investigation (in writing or by email if requested), within 28 days of having received the complaint. (3.74)
- ✓ Make the record of complaints available to Ofsted on request, to include a summary of complaints made in relation to the requirements during the past 12 months and the action taken as a consequence. (3.74)
- ✓ Produce for Ofsted, on request, a list of complaints made during the previous three years.
- ✓ Make available to parents and/or carers details about how to contact Ofsted. (3.75)
- ✓ Supply a copy of the Ofsted report to parents should the complaint trigger an inspection. (3.75)
- ✓ Have a written statement of procedures to be followed in relation to complaints.

- ✓ Ensure that each complaint is fully investigated.
- ✓ Keep written records for a period of three years of any complaints; including the outcome of the investigation and the action I took. Inform the complainant of the outcome of the complaint.

You can contact Ofsted about your concerns by telephoning them on

**0300 123 1231** or write to them at:

Ofsted  
Piccadilly Gate  
Store Street  
Manchester  
M1 2WD

Ofsted details are outlined in the parents' poster, which is displayed.

You can also obtain Ofsted's factsheet with regards to how to complain about childcare providers by going to

<http://www.ofsted.gov.uk/resources/information-forparents-about-ofsteds-role-regulating-childcare>

The procedure for dealing with concerns and complaints from parents involves keeping a written record of any complaints, and their outcome.

If a complaint is made, the following information will be recorded:

- ✓ The source of the complaint
- ✓ The nature of complaint
- ✓ The Early Years Foundation Stage requirement(s) to which the complaint relates.
- ✓ The details of the complaint.
- ✓ The date and time of the complaint.

- ✓ How the complaint was dealt with.
- ✓ Who investigated the complaint?
- ✓ Full details of my investigation.
- ✓ Details of the information and findings that were given to the person making the complaint, including any action taken. I will also confirm whether a written response was given to the complainant within 28 days.
- ✓ Whether a copy of the complaints record has been shared with all parents.
- ✓ Sign and date the complaints record.

**Signature:** .....