



COMPLAINTS POLICY

Policy statement: Complaints

As registered providers we aim to work in close partnership with all parents to meet the needs of their children. Maintaining good communication between both parties will aid this. We expect that parents will immediately bring to our attention any aspect of our service they are not happy with so that every effort can be made to resolve the matter. Parents can make a complaint to us verbally, or in writing.

It is a condition of our registration to investigate all written complaints relating to the fulfilment of the Statutory Framework for the Early Years Foundation Stage and/or the Childcare Register. We will notify the complainant of the outcome within 28 days of the receipt of the complaint.

We display Ofsted's poster for parents which introduces Ofsted's childcare responsibilities and gives Ofsted contact details. You can complain about our service to Ofsted by calling:

0300 123 4666

or

Email: enquiries@ofsted.gov.uk

Procedure

We will investigate all complaints and notify the complainant of the outcomes of the investigation within 28 days.

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) or Childcare Register requirements to which the complaint relates.
- 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, please contact Ofsted on 0300 123 4666.

Ofsted produces guidance on concerns and complaints about childcare providers. This is available on <https://www.gov.uk/complain-about-childcare> and provides guidance on the complainant's right to contact Ofsted.

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Date policy was written	01/03/2025
This policy is due for review on the following date	01/03/2026

This policy supports the following requirements and standards:

England

Meeting the Early Years Foundation Stage Safeguarding and Welfare Requirements and the requirements of the Childcare Register

Information and Records, Complaints