

# Complaints Policy & Procedure

The EYFS General Welfare Requirements state:

'Registered providers must put in place a written procedure for dealing with concerns and complaints from parents and keep a written record of complaints and their outcome'  
(EYFS:DCSF:2008,P23)

The section of the Childcare Register relating to this policy is: CR7.1-CR7.6

## Policy:

The Nursery believes children and parents are entitled to expect courtesy and prompt careful attention to their needs and requests. Our intention is to work in partnership with parents and the community generally and we welcome any suggestions for improvement in our services.

We believe that most complaints are constructive and can be resolved at an early stage. We recognise that complaints need to be taken seriously and to be dealt with fairly and in a way which respects confidentiality.

All complaints will be received, investigated and reported upon without undue delay.

Records will be maintained of:

1. Date complaint received
2. Nature of the complaint
3. The Welfare Requirement or Registration Requirement to which the complaint relates
4. Source of complaint
5. How the complaint was dealt with
6. Actions and outcomes
7. Letters and supporting evidence
8. Whether the parent has been provided with an account of the findings, and any actions taken within 28 days (EYR) 20 days (CR) on which the complaint was made.



## **Procedure:**

1. A parent who raises a complaint should be referred initially to the Room Leader/Deputy Manager or Manager for an informal discussion.
2. In most cases the complaint will be resolved at this point. Where it is not then a request to make a formal complaint must be made to the complainant.
3. All complaints are to be made in writing or by email and must be addressed to the Nursery.
4. The complaint shall be confirmed upon receipt summarising the nature and/or events of the complaint and nominating persons and actions taken to resolve the complaint.
5. The Manager or Chief Executive will investigate the complaint within five working days. If this is not possible then the complaint and an interim report, detailing the delay, will be produced and the detail passed to the person making the complaint.
6. Consultation with other people may be made for resolution of the complaint or for further investigation.
7. The complainant will be provided with an account of the findings and of any action taken as a result within 28 days for (EYR) & 20 days (CR).
8. A written record of complaints will be maintained and kept for at least 3 years including, any action taken, and the outcome of any investigation.
9. A written record of complaints will be provided should a parent or Ofsted request one.
10. Confidentiality will be maintained at all times and individuals will not be named on the 'Record of Complaint Form'.

## **Registering Authority**

If a parent believes that a child/baby is at risk or there is a possible breach of registration requirements, it is necessary to contact the OFSTED Early Years Complaints Team, which has a duty to ensure their laid down requirements are followed. The department then makes a proper investigation of the complaint and follows up with appropriate action.

Complaints may be made to:

Ofsted Early Years  
National Business Unit  
Piccadilly Gate  
Store Street  
Manchester  
M1 2WD

Complaints Telephone Number: 0300 123 1231

Complaints e-mail: [wm.rc@ofsted.gov.uk](mailto:wm.rc@ofsted.gov.uk)

