



Complaints Policy and Procedure

We aim to work closely with all parents/carers to meet the needs of their children. We appreciate there may be times when we might not be offering you and your child the service that you require or expect. We hope that you feel able to discuss any concerns or issues that you may have with us directly. This would probably be verbally and in private, and every effort will be made to resolve the issue through frank and open discussion. If you prefer, you can put the complaint formally in writing to the address in the footer, or by email – abcchildcareservices@btinternet.com.

As a registered setting on the childcare register, we have a mandatory duty to investigate all complaints.

Depending on the nature of the complaint, it will be investigated by the manager, or it will be passed on to OFSTED to investigate. It is a requirement by OFSTED that all complaints are logged along with the outcome of the investigation and any action the Manager of the setting took. As a registered setting we will keep written records for a period of 3 years, from the date of a complaint, including the outcome of the investigation, and the action we took in response. We will provide these records to an Ofsted Inspector upon request. We will inform the parent who made the complaint (in writing or by email if the parent requests this) of the outcome of the complaint, within 28 working days of the date the complaint was made.

When a complaint has been made, we will record the following:

- Name of person making the complaint.
- The principles of the EYFS to which the complaint relates.
- Nature of complaint.
- Date and time of complaint.
- Action taken in response of complaint.
- The outcome of complaint investigation.
- Details of the information and findings that were given to the person making the complaint (which should have been provided to them within 28 days), including any action taken.



If you wish to make a formal complaint, then you can contact the Ofsted Complaints and Investigation unit on:

0300 123 1231,

or via writing to:

Ofsted, Piccadilly Gate, Store Street, Manchester, M1 2WD.
enquiries@ofsted.gov.uk

Reviewed annually