

## Complaints Policy

### Statement

Part of our policy working with parents is to ensure that they are aware of how our setting runs; we do this by informing parents in newsletters and our parent's notice board.

All complaints are treated seriously and as a Children's Act Regulation we must investigate all complaints.

There is now two parts to the registration and these include the Early Years Register which includes children up to the age of 5 and the Compulsory and Voluntary Childcare Register which is over 5's.

## How to Make a Complaint

### Making a Verbal Complaint

- At times parents may have concerns about the service we provide. Most of these can be resolved by talking to the parent and taking appropriate and prompt action.
- Parents can make a verbal complaint to any member of staff that they feel comfortable talking to.
- The complaint will be investigated by the manager, deputy or trustees.
- This will be completed within 1 week and we will verbally inform you of the outcome.
- We keep a record of all verbal complaints.

### Making a Written Complaint on the Early Years Register, Compulsory and Voluntary Childcare Registers

- However there may be occasions when parents want to make a formal complaint about the service in writing.
- We must provide the parent who made the complaint with an account of the findings and any action taken as a result within 28 days.
- We must make a written record of complaints, any actions taken and the outcome of any investigation, and provide a summary on request to any parent of a child for whom we act as a day care provider and OFSTED.
- Following the investigation we will follow parent's wishes as to their response; this can be either a verbal or a written response.
- We keep a record
- Records must be retained for 3 years from the date on which the record was made.

**Parents can at any time report any concerns/complaints directly to OFSTED.**

The National Business Unit  
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