

## **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.

## **Reporting a Data Breach**

If you have a concern about the way we are collecting or using your personal data, we request that you raise your concern with us in the first instance. Alternatively, you can contact the Information Commissioner's Office at <https://ico.org.uk/concerns>

If there is a data breach which will risk 'rights or freedom' it must be reported within 72 hours to the ICO.

ICO reporting number 0303 123 1113

<https://ico.org.uk/for-organisations/report-a-breach/>

Parents must also be informed about the data breach if it is likely to risk their child's 'rights or freedoms'

Investigations must be carried out to review how the data breach occurred and to prevent future breaches.

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

The National Business Unit  
OFSTED  
Piccadilly Gate  
Store Street  
Manchester  
M1 2WD  
Telephone: 0300 123 1231