

Complaints and Concerns Policy

I aim to work closely with parents and carers to provide a high standard of care for all children. I encourage parents to talk to me as soon as possible if they have any concerns about my service, so that I can try to resolve the matter quickly and positively.

Making a complaint

Parents can raise a concern or complaint with me verbally, by WhatsApp, email, in writing or in any other way they feel comfortable. I will listen to all concerns and will make every reasonable effort to resolve them.

All complaints relating to the Early Years Foundation Stage (EYFS) or the Childcare Register will be fully investigated.

I will provide a written response to a complaint, if requested, and in all cases will respond as soon as reasonably possible and within **28 days** of the complaint being made.

Recording complaints

I will keep a written record of all complaints, including:

- The name of the person making the complaint.
- The date and time the complaint was received.
- The nature of the complaint.
- The EYFS or Childcare Register requirement to which the complaint relates, where applicable.
- Any action taken to investigate or resolve the complaint.
- The outcome of the investigation.
- Any improvements or changes made as a result of the complaint.
- Details of the information given to the person making the complaint.

Records of complaints and their outcomes will be kept for **at least three years** and will be made available to Ofsted if requested.

All complaints will be treated confidentially wherever possible.

Contacting Ofsted

Parents are provided with information about how to contact Ofsted and may contact Ofsted if they remain dissatisfied with the outcome of their complaint.

Ofsted can be contacted on [0300 123 4666](tel:03001234666) or by email at enquiries@ofsted.gov.uk.

A copy of the parent's poster can be found here.

https://assets.publishing.service.gov.uk/media/673c5f0b6d3c337b80acc348/Ofsted_poster_for_parents_childcare_2024.pdf

Further information is available on the GOV.UK website: [Complain about childcare](#)