



Complaints Policy

We aim to provide a high-quality service for children and their families. We value the views of parents and carers and welcome feedback, suggestions and concerns. Any complaints will be taken seriously and dealt with promptly, fairly and confidentially.

Informal Concerns

If parents or carers have a concern about any aspect of the service, we encourage them to discuss this with us as soon as possible. Most concerns can be resolved quickly through open communication and discussion.

Formal Complaints

If a concern cannot be resolved informally, parents may make a formal complaint. Complaints should be made in writing where possible and include details of the concern.

Once a complaint has been received, we will:

- Acknowledge the complaint as soon as possible
- Investigate the matter thoroughly
- Keep a record of the complaint and any actions taken
- Provide a response and outcome within **28 days**

Parents will be kept informed throughout the process.

Records

A written record will be kept of all complaints that relate to the requirements of the Early Years Foundation Stage (EYFS). This record will include details of the complaint, the investigation and the outcome.

These records will be available to parents on request and to Ofsted during inspections.

Confidentiality

All complaints will be handled sensitively and confidentially. Information will only be shared with those who need to know in order to investigate and resolve the complaint.

Ofsted

If parents feel that their complaint has not been resolved satisfactorily, they have the right to contact **Ofsted**, who regulate and inspect early years providers.

Parents can contact Ofsted at:

Ofsted
Piccadilly Gate
Store Street
Manchester
M1 2WD

Telephone: **0300 123 1231**

Website: www.gov.uk/ofsted

Review

This policy will be reviewed regularly to ensure it remains effective and up to date.