

CONCERNS AND COMPLAINTS POLICY AND PROCEDURE

WRITTEN BY RACHAEL DUNPHY | DATE: 16/09/2023

Note: *This is a statutory procedure.*

Early Years and Foundation Stage (EYFS) and the Childcare Register Requirements: *Dealing with complaints - Providers must put in place a written procedure for dealing with concerns and complaints from parents and/or carers, and must keep a written record of any complaints, and their outcome. All providers must investigate written complaints relating to their fulfilment of the Early Years and Foundation Stage (EYFS) and the Childcare Register requirements and notify complainants of the outcome of the investigation within 28 days of having received the complaint. The record of complaints must be made available to Ofsted or the relevant childminder agency on request.*

If parents wish to make a complaint about any aspect of my care of their child related to the EYFS and Childcare Registers, they can do so verbally. Alternatively, parents might prefer to complete a Complaints Form, which will be provided on request.

All complaints will be treated confidentially and, to comply with the requirements of the EYFS and the Childcare Registers, will be investigated within 28 days of receipt.

Ofsted will be notified of any complaints relating to the requirements of the EYFS and Childcare Register and any complaints relating to safeguarding might also be reported to the Wakefield Safeguarding Children Partnership (WSCP). Depending on the nature of the complaint, it will be investigated internally or passed to Ofsted and/or the WSCP to investigate.

The outcome of any complaint investigation will be discussed with the complainant if contact details are provided. If the complainant is still unhappy, he/she can contact Ofsted (at any time in the complaints process).

Paperwork retention: A record of complaints will be retained for 3 years (EYFS and Childcare Registers) and made available to Ofsted on request. See Retention Policy for more information.

Informing parents about Ofsted: Providers must make available to parents and/or carers details about how to contact Ofsted if they believe the provider is not meeting the EYFS and Childcare Register requirements. If parents wish to contact Ofsted direct the contact details are:

- Telephone - 07908 882120/07411026299
- Email - Ofsted - enquiries@ofsted.gov.uk

Note: Information about my registration on the EYFS and Childcare Registers is provided to parents as required.

If you have any questions about my policy/procedures or would like to make any comments, please ask.

SIGNED

DATED
