

## Complaints Procedures

We work within the Statutory Framework for the Early Years Foundation Stage (EYFS), published by the Department for Education (DfE) in March 2021, effective from September 2021

Links to:

Childcare Act 2006	Equality Act 2010
Children Act 2004	Freedom of Information Act 2000
Convention on the Rights of the Child - UNICEF 1992	Human Rights Act 1998
Data Protection Act 2018	Ofsted Complaints about a Provider

We believe children and parents are entitled to expect courtesy and prompt careful attention to their needs and wishes. We work in partnership with parents and the community, welcoming suggestions on how to improve our practice. The majority of concerns reach resolution quickly by an informal discussion between parents/ carers and staff. If this does not achieve the desired result, the following procedures are used.

### **How to complain**

- A parent who is uneasy about any aspect of the group's provision should first talk over concerns with senior staff. Complaints are recorded in a book, which is on display in the Piazza at Green Croft and Reception at Riverside.
- If a complaint affects a child's welfare in our care, we have a duty to contact Ofsted.
- If this does not have a satisfactory outcome within a reasonable period, or if the problem recurs, the parent should put the concerns or complaints in writing to the management.
- The next stage is to request a meeting with the Manager and Deputy Manager. Parents/carers are welcome to have a friend or partner present, if required, and an agreed written record of the discussion will be made.
- Most complaints should be resolved informally or at this initial stage.

If an amicable solution is not reached, the parent should again contact the Nursery Manager. At this point, it might be helpful to invite an external mediator, one who is acceptable to both parties such as an Early Years Consultant, to listen to both sides and offer advice. A mediator has no legal powers but can help define the problem, review the action so far and suggest further ways to reach agreement. The involvement of a mediator represents the final stage in the complaint procedure. The setting will notify Ofsted.

Ofsted, 26-32 Store St, Manchester M1 2WD  
Helpline: 0300 123 4666 Email: [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)  
Website: [www.gov.uk/government/organisations/ofsted](http://www.gov.uk/government/organisations/ofsted)

We believe that most complaints can be sorted out at an early stage. All complaints are taken seriously, used constructively and dealt with fairly and in a way that respects confidentiality.

**Adoption Date: 1<sup>st</sup> September 2020.**

**Signed:**

*Nm Orel*

**Annual Review**

Reviewed 1<sup>st</sup> September 2021

Reviewed 1<sup>st</sup> September 2022

Reviewed 1<sup>st</sup> September 2023

Next review 1<sup>st</sup> September 2024