

Complaints Policy

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Purpose of the Policy

At Little Wildflowers Childcare, I aim to work in close partnership with all parents to meet the needs of their children. Maintaining good communication between both parties is crucial to achieving this. I expect parents to immediately bring to my attention any aspect of my service they are not happy with so that every effort can be made to resolve the matter. Parents can make a complaint to me either verbally or in writing.

It is a condition of my registration to investigate all written complaints relating to the requirements of the Early Years Foundation Stage (EYFS), and I will notify the complainant of the outcome within 28 days of receipt of the complaint.

How I Handle Complaints

1. Acknowledgement:

Upon receiving a formal written complaint, I will acknowledge the complaint in writing within 2 working days, outlining the steps that will be taken to investigate the complaint.

2. Notification to Ofsted:

I will inform Ofsted within 14 days that a complaint has been made.

3. Investigation:

I will investigate the complaint thoroughly, collecting any relevant information and collating it into a timeline

4. Outcome:

Notify the complainant of the outcome of the investigation within 28 days.

Record Keeping

I will keep a written record of the complaint and its outcome for at least three years. Confidentiality will be maintained, but I will provide Ofsted with a written record of all complaints within a specified period and the action taken as a result of each complaint, if requested.

Complaint Record Details

I will record the following information:

- The name of the person making the complaint.
- The EYFS requirement(s) to which the complaint relates.
- The nature of the complaint.
- The date and time of the complaint.
- Any action taken in response to the complaint.
- The outcome of the complaint investigation (e.g., ways the service has improved).
- Details of the information and findings that were given to the person making the complaint, including any action taken.

Escalation

If the complaint cannot be resolved, or if the complaint is of a serious nature and you feel you cannot discuss it with me, please contact Ofsted directly at 0300 123 4666.

Ofsted produces guidance on concerns and complaints about childminders and childcare providers. This guidance is available on the Ofsted website and provides information on the complainant's right to contact Ofsted. For more details, visit Ofsted Complaints Procedure.

<https://www.gov.uk/government/organisations/ofsted/about/complaints-procedure>