



Complaints Policy

We hope you that you will always be happy with the service we provide. At least once a year we will supply questionnaires with our *Newsletter* to obtain feedback and use this to evaluate our practice. We appreciate that there may be occasions when we might not provide the service you and your family require and we hope you will feel able to raise any concerns or issues that you may have with us directly. If you would rather not discuss the issue in front of your child, we would be more than happy to arrange a more convenient time.

If you feel unable to approach us or that an issue remains unresolved, you should put the complaint in writing. We will then investigate the complaint and reply, in writing, within 28 days.

See the *Allegations of Abuse Against a Childcare Practitioner Procedure* for details of how an allegation will be dealt with.

If you decide to make a formal complaint, you can contact the Ofsted. More details of how to complain can be found at www.ofsted.gov.uk.

It is a requirement by Ofsted that all complaints are logged along with the original written details, the outcome and any action taken. These records must be available to show an Ofsted inspector and the complainer on request. Complaint details will be kept for a minimum of five years after the date of resolution.

Ofsted publish, on their website, details of complaints that have been investigated and upheld against the relevant setting. These are removed after five years.

Associated form:

- Record of Complaint
- Complaints Log
- Record of Investigation
- Review and update details

Date	R	U	Details	Q	Latest version
25/6/21	√		Policy reviewed and quiz issued to staff	√	Issue 2/Jan 17

- R = policy reviewed, U = policy updated, Q = quiz issued to staff. Please tick the relevant boxes.
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- Note: A quiz should be issued for new or updated policies and at least once a year.