

Compliments and Complaints Policy.

3.83 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 how they are fulfilling the EYFS requirements.
- Notify the person who made the complaint of the outcome of the investigation within 28 days of having received the complaint.
- Make a record of complaints available to Ofsted, or the CMA with which a provider of CoDP is registered, on request.

3.84 Providers must make available to parents and/or carers the details about how to contact Ofsted, or the CMA with which a provider of CoDP is registered, if they believe the provider is not meeting the EYFS requirements.

EYFS Statutory Guidance pages 40

Our policy for Compliments and Complaint:

We believe:

Policy statement

We believe that children and parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes. We will listen to comments and complaints about our service. We feel it is important we set out clear procedures so that all complaints can be dealt with effectively. Our aim is to eradicate the chance of any complaints by being polite to children and parents and treating them all with respect.

Our procedures for Compliments and complaints:

We support this by:

- Any parent who has a concern about an aspect of the setting's provision is advised to bring their concerns to the attention of one of the setting Managers.
- Most complaints should be resolved amicably and informally at this stage.
- If the parent is not satisfied with the outcome at this stage they will be advised to put the complaint in writing.
- All complaints must be logged in writing and must be completed by the manager and signed by the parent.
- All complaints received will be acknowledged in writing within 7 working days.
- The Manager/Deputy Manager will investigate the complaint and will put in writing the outcome of the investigation to the parent within 28 working days.

- If parents wish to do so they may contact Ofsted with regards to a complaint. In addition, where there seems to be a possible breach of the setting's registration requirements, it is essential to involve Ofsted to ensure the Welfare Requirements of the Early Years Foundation Stage are adhered to.

- If the complaint is regarding an allegation made against a member of staff, then we will follow the settings allegations against persons who work with children policy and procedure and the parent can contact KeysReporting@kirklees.gov.uk

- The record of complaints must be made available to Ofsted on Request

You also have the right to inform OFSTED of any concerns. This should be forwarded to:

Applications, Regulatory and contact (ARC) Team
Ofsted
Piccadilly Gate
Store street
Manchester
M1 2WD

TEL: 03001231231

All records of complaints will kept on file in the setting