

Complaints

EYFS overarching legal requirement:

“The provider must take the necessary steps to safeguard and promote the welfare of children”

Every Child Matters Outcome Making a Positive Contribution
EYFS Requirement Safeguarding and Promoting Children’s Welfare (pg 23)
EYFS Principle into Practice: Positive Relationships
- **Parents as Partners (card 2.2)**

This policy applies to

1. Early Years Register (EYR)
2. Childcare Register (CR) both parts

Policy

A policy is a description of the setting’s aims / commitment. Consider the following information when detailing your policy.

- What is your management structure?
- How does your setting aim to provide quality care, and in what kind of environment?
- What is the aim of your setting with regard to ensuring all parents and children are happy with the service/s?
- How does your setting show it is committed to acknowledging and correcting concerns and complaints?

Procedure

A procedure is a description of the way in which a setting goes about a particular activity or process. Consider the following information when detailing your procedures,

- If a parent / carer, staff member, or child wishes to make a complaint about your setting what should they do?

- How will you keep the complainant informed of the process?
- How will you ensure that the steps that you take to investigate the complaint is dealt with as fully as possible?
- Who will be responsible for investigating the complaint?
- What is your timescale to resolve and respond to complaints?
- How will you inform parents of the complaint outcome following investigation i.e. verbal, written? (Please see EYFS Statutory Framework page 23 and Ofsted Childcare Register Requirements for legal requirements)
- What are the next steps if the parent is unhappy with the outcome and wishes to take to complaint further (include Ofsted address and contact details)?
- How do you record complaints and maintain these records? (Please see EYFS Statutory framework page 23 and Ofsted Childcare Register requirements for more information)
- What is your procedure for a complaint against a staff member? At what stage will you follow disciplinary procedures?
- Following the outcome of the complaint what is your procedure if you need to refer or communicate with any external agencies?
- How will this information be shared with Ofsted and other parents?
- How long will you keep this information for? (please see EYFS statutory framework and Ofsted Childcare Register requirements for more information)
- How will you respond to a complaint from Ofsted?
- How and where do you inform parents e.g. (leaflets, notice boards, complaints file etc.)?
- How do you maintain a regular dialogue with parents and staff?
- When do you have to inform Ofsted about issues in the setting?
- How would you deal with the press if a complaint is taken further?

Date created

Date updated

Links to other policies

- Working in partnership with parents, carers and professional agencies
- Safeguarding policy
- Staff disciplinary and grievance procedures

For more information...

EYFS Statutory Framework page 23

EYFS CD ROM

Requirements for the Childcare Register: Childminders and home child carers

- Ofsted ref 080161

Requirements for the Childcare Register: Childcare providers on non

domestic or domestic premises – Ofsted ref 080143

Ofsted are the registering, inspecting and enforcing body for childcare, and as such, they alone, have the final say on the suitability of persons, premises and the number of childcare places that can be offered therein. Therefore, any information provided by Children and Young Peoples Services (CYPS) should be used as a guide only