

## Complaints

**EYFS legal requirement:** *“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 final outcome”* Complaints, EYFS Statutory Framework Pages 27 & 28, Paragraphs 3.73 & 3.74

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? In what kind of environment?
- What is the aim of your setting with regard to ensuring that all parents and children are happy with the service/s?
- How does your setting show it is committed to responding to concerns and complaints in line with the EYFS and Ofsted Childcare Register regulations

### 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?
- Who will be responsible for investigating the complaint?
- What is your timescale to resolve and respond to complaints?

- How will you keep the complainant informed of the progress of their complaint?
- How will you ensure that the steps that you take to investigate the complaint is dealt with as fully as possible?
- What is your procedure for a complaint against a staff member? Does the procedure link to your disciplinary and/or safeguarding procedure?
- How will you inform the complainant of the complaint outcome following investigation i.e. verbal, written? (Please see EYFS Statutory Framework pages 27 & 28, paragraphs 3.73 & 3.74 and Ofsted Childcare Register Requirements for legal requirements)
- What are the next steps if the complainant is unhappy with the outcome and wishes to take the complaint further (include Ofsted address and contact details)?
- How would you deal with the press if a complaint is taken further?
- 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 by what timescale?
- How do you record complaints and maintain these records? (Please see EYFS Statutory framework pages 27 & 28, paragraphs 3.73 & 3.74 and Ofsted Childcare Register requirements for more information)
- How long will you keep this information for? (please see Ofsted Childcare Register requirements for more information)

**Date created**

**Date updated**

### **Links to other policies**

- Partnership Working
- Safeguarding
- Staff disciplinary and grievance procedures

### **For more information...**

EYFS Statutory Framework pages 27 & 28

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 Wigan Local Authority should be used as a guide only**