



## Little muddy me

# Complaints Policy

**Date updated: October 2024**

**Date of next review: October 2025**

We want to assure you that we take our responsibilities to your child very seriously and that your child will be cared for in the correct manner.

We enjoy caring for children and hope that you are happy with the service we provide, however there may be occasions when you feel we are not providing you and your child the correct care you require.

If you should have a complaint, we would hope that you feel able to discuss the matter with us, a convenient time can be arranged. Please call us at your earliest convenience or you can email us to arrange this.

Any concerns raised will not only be dealt with seriously, but also effectively and in a confidential manner.

It is a requirement by Ofsted that all complaints are recorded with the outcome of the complaint and the action taken, all written records will be signed by the parent/s concerned and staff.

We will meet the EYFS requirements by providing consistent high-quality childcare and education and by working in close partnership with parents and/or carers to meet the needs of all children. Maintaining good communication will support this.

If parents/carers think we are not meeting the EYFS requirements, please bring this to our attention as soon as possible and we can make every effort to resolve the matter. This can be done verbally or in writing.

To meet the requirements of the Early Years Foundation Stage and the Childcare Register, we must:

- Keep a record of any complaints received and the outcome.
- Investigate all written complaints relating to the fulfilment of the EYFS requirements and notify parents or the complainant of the outcome of the investigation (in writing or by email if requested), within 28 days of having received the complaint.
- Make the record of complaints available to Ofsted on request, to include a summary of complaints made in relation to the requirements during the past 12 months and the action taken as a consequence.
- Produce for Ofsted, on request, a list of complaints made during the previous three years.
- Make available to parents and/or carers details about how to contact Ofsted.
- Supply a copy of the Ofsted report to parents should the complaint trigger an inspection.
- Have a written statement of procedures to be followed in relation to complaints.

- Ensure that each complaint is fully investigated.
- Keep written records for a period of three years of any complaints; including the outcome of the investigation and the action I took.
- Inform the complainant of the outcome of the complaint.

You can contact Ofsted about your concerns by telephoning them on 0300 123 4666, 0300 123 1231 write to them at:

**Piccadilly Gate,  
Store Street,  
Manchester  
M1 2WD**

Ofsted details are outlined in the parents' poster, which is displayed. You can also obtain Ofsted's factsheet with regards to how to complain about childcare providers by going to

<http://www.ofsted.gov.uk/resources/information-forparents-about-ofsteds-role-regulating-childcare>

The procedure for dealing with concerns and complaints from parents involves keeping a written record of any complaints, and their outcome.

If a complaint is made, the following information will be recorded:

- The source of the complaint
- The nature of complaint
- The Early Years Foundation Stage requirement(s) to which the complaint relates.
- The details of the complaint.
- The date and time of the complaint.
- How the complaint was dealt with.
- Who investigated the complaint?
- Full details of my investigation.
- Details of the information and findings that were given to the person making the complaint, including any action taken. I will also confirm whether a written response was given to the complainant within 28 days.
- Whether a copy of the complaints record has been shared with all parents.
- Sign and date the complaints record.