



## Complaints Procedure

We hope that you are happy with the service that is provided, but appreciate there may be times when we are not offering you and your child(ren) the service that you require. We hope that you will feel able to discuss any concerns of issues that you may feel that you have directly with your key person or with the manager, Tamsyn. If you would rather not talk in front of your child(ren) then we can arrange a time to discuss.

It is a requirement by Ofsted that all complaints are logged along with the outcome and any action taken. These records must be available to show an Ofsted Childcare Inspector if required. Two copies of each complaint will be kept, one containing the complainant's name and contact details so it can be followed up by Ofsted if required, and another anonymous copy to share with parents on request. This allows us to share complaints without breaking confidentiality.

The following will be recorded:

- Name of the person making the complaint
- The welfare/ learning and development requirement to which the complaint relates
- Nature of the complaint
- Date and Time of the complaint
- Action taken in response to the complaint
- The outcome of the complaint investigation
- Details of the information and findings that were given to the person making the complaint (this should be within 28 days) including action taken

A summary of the complaint will also be kept to provide any parent of a child who attends the nursery. This summary will not contain names of the person making the complaint.

If you feel you are unable to talk to the manager, Tamsyn, or that after taking the matter remains unresolved then you can talk in confidence to the Ofsted Complaints and Investigation Unit on 03001231231.