



YORK HOUSE CHILDCARE

Policy Date: September 2017.

## Complaints and Concerns Policy

At York House Childcare, we strive to work in unison with parents to meet the needs of your children. If for any reason we fall short of this goal, we would like to be informed to enable us to amend our practices for the future.

We hope you will always be happy with the level of service your child receives and we aim to provide a high quality, safe, stimulating and consistent provision for all children in our care. If for any reason you have an issue or concern it is important that they are resolved promptly and can be raised as follows: -

1. Verbally when you drop off/collect your child. However please note this may not always be possible if we have other children in our care at the time. In such events, we will arrange a separate meeting or agreed telephone time to discuss the matter further.
2. Formally in writing/email. Under the Children Act Regulation, York House Childcare will provide the parents/carers who made the complaint with an account of our findings and action taken in writing within 28 days of receiving the complaint.

Ideally our preferred approach is verbal, and we will make every effort to resolve the issue. All complaints/concerns should be raised with the owner or if the complaint is about the owner to a member of staff.

Once a complaint/concern has been made the following steps will be taken: -

1. The parents/carers making the complaint will be informed who will be responsible for managing the complaint.
2. Their complaint/concern will be acknowledged within 2 working day of making the complaint and a timescale of how long it will take to respond to the complaint/concern.
3. If child protection issues are raised, the owner will contact the Local Authority Designated Officer (LADO) and follow the procedures of the Safeguarding Children Policy. If a criminal act may have been committed, the owner will contact the police.

Ofsted requires that all complaints are logged together with the outcome and any action taken. Therefore, all complaints/concerns will be logged on our Complaints Log.

This log will record the following information: -

- Name of the person making the complaint.
- The name of the person responsible for investigating the complaint.
- The nature of the complaint.
- Date and time of the complaint.
- Duration of complaint.
- Action taken in response to the complaint.
- Complaint outcome
- Review of effectiveness of action taken.

If after our discussion/s the issue is still unresolved the parents/carers can talk in confidence to one of the following independent services: -

1. Surrey Early Years and Childcare Service advisor – 01372 833833.
2. Ofsted Complaints & Investigation Unit – details below.

The Complaints Manager  
Ofsted  
Piccadilly Gate  
Store Street  
Manchester M1 2WD

Tel: 0300 123 1231

Email: [enquires@ofsted.gov.uk](mailto:enquires@ofsted.gov.uk)