



## **CONCERNS AND COMPLAINTS**

### **Policy Intention**

This policy is in place so that any concerns and complaints are taken seriously and documented, and so that we can continue to reflect on our practice and make changes to our provision as needed.

Parents/carers should feel comfortable in raising a concern or complaint and must be confident that they will be dealt with fairly and efficiently.

We have a duty to resolve issues and take any action, as appropriate, to alleviate further concerns.

This policy outlines the procedure to follow and details what to do at each stage of the process.

We have an open and transparent approach, keep records, and are committed to handling information sensitively, placing a high importance on equality and diversity for all those directly or indirectly involved.

### **Procedure**

#### **Safeguarding & Welfare**

- Parents/carers are made aware of the process of raising a written concern or complaint and provided with support, if required, to do so.
- We have a written procedure in place for dealing with concerns and complaints from parents/carers.
- We keep a written record of any complaints, including dates, actions taken and outcomes.
- We investigate written complaints relating to their fulfilment of the EYFS requirements and notify complainants of the outcome of the investigation within 28 days of having received the complaint.
- We keep a record of complaints available to Ofsted on request.
- We provide parents/carers with details about how to contact Ofsted as appropriate ([Parent Partnerships Policy](#)) if they believe our setting does not meet the EYFS requirements.
- When we become aware that our setting will be inspected by Ofsted, we notify parents/carers.
- After an inspection by Ofsted, we supply a copy of the report to parents/carers of children attending on a regular basis.