

**Complaints Policy**

At Happy Hens Childcare we aim to work in partnership with parents and carers to deliver a high-quality childcare service for everyone. If for any reason we fall short of this goal, we would like to be informed to improve our practices for the future.

**Stage One**

Any parent/carer who has a concern or complaint about an aspect of our setting's provision should talk over their concern(s) with our manager first and aim to reach a satisfactory conclusion. Most complaints should be resolved amicably and informally at this stage. A log of the issue will be kept, in our record of complaints folder.

**Stage Two**

If the parent/carer is not satisfied with the outcome of Stage 1, or if the problem recurs then they should follow Stage 2 of the complaints procedure and put their concerns/complaint in writing for the attention of Jeanette Fenn and/or Hannah Underwood

Acknowledgement of the written complaint will be sent within 7 days of receipt and the parent/carer will be informed of the outcome of the investigation within 28 days of making the complaint. A full written response will be sent to all relevant parties including details of recommended changes to practice or procedures because of the complaint and a meeting/mediation will be arranged to resolve/discuss the response if requested or should the need arise. A full record of the complaint will be stored in accordance with GDPR record and retention guidance and made available to Ofsted on request.

Parents may approach Ofsted directly at any stage and in addition, where there seems to be a possible breach of the setting's registration requirements

**Stage 3**

**Making a complaint to Ofsted**

A parent/carer can submit a complaint to Ofsted who will consider and investigate the complaint.

To complain to Ofsted, get in touch at [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk) or 0300 123 4666.

<https://www.gov.uk/government/organisations/ofsted/about/complaints-procedure>

**If you have concerns or an allegation about a member of staff or other adult in the setting, please follow the allegations procedure displayed in Happy Hens at all times and also copied below.**

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