



COMPLAINTS POLICY

Dealing with complaints – EYFS requirement 3.74 – *Providers **must** put in place a written procedure for dealing with concerns and complaints from parents and/or carers, and must keep a written record of any complaints, and their outcome. All providers must 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. The record of complaints must be made available to Ofsted or the relevant childminder agency on request.*

Here at Oakfield my aim is to work in partnership with all parents to meet the needs of all individual children. I hope that you will be happy with the service and care which I provide for you and your child/children here at Oakfield. I understand that there may come a time when you would like to discuss any concerns or issues with me that you are not particular happy with.

If parents wish to make a complaint about any aspect of my care of their child related to the Early Years Foundation Stage (EYFS) or Childcare Registers* they can do so verbally; alternatively, parents might prefer to complete a Complaints Form which will be provided on request.

If you feel unable to talk to me about an issue or are not happy with the outcome, then you can speak in confidence to:

Bromley Childminding Association on 020 8777 7559

However, if you wish to make a formal complaint you can contact:

Ofsted on 0300 123 1231

All complaints will be treated confidentially and, to comply with the requirements of the EYFS will be investigated within 28 days of receipt.

Ofsted will be notified of any complaints relating to the requirements of the EYFS or the Childcare Register and any complaints relating to safeguarding might also be reported to the Local Safeguarding Children Board (LSCB). Depending on the nature of the complaint, it will be investigated internally or passed to Ofsted and / or the LSCB to investigate.

The outcome of any complaint investigation will be discussed with the complainant if contact details are provided. If the complainant is still unhappy, or at any time in the complaints process, they can contact Ofsted (details to follow).

Paperwork retention - a record of complaints will be retained for 3 years (Childcare Register) and made available to Ofsted on request.



Informing parents about Ofsted – EYFS requirement 3.75 - Providers ***must*** make available to parents and/or carers details about how to contact Ofsted if they believe the provider is not meeting the EYFS requirements.

If parents wish to contact Ofsted direct the contact details are –

- Telephone - 0300 123 1231;
- Address - Ofsted, Piccadilly Gate, Store St, Manchester M1 2WD;
- Email - enquiries@ofsted.gov.uk.