



## *St Thomas More Playgroup*

### **Complaints Procedure**

As a registered Ofsted child care setting, our aim is to provide a quality childcare service for parents and carers and their children. Regular communication with parents/carers is promoted and encouraged to ensure good partnerships and to ensure any issues or misunderstandings are dealt with at an early stage. We believe sharing information is a vital aspect of our role and we welcome all feedback and comments from parents/carers to ensure we can offer the best care to their children.

If a parent/carer raises a concern or complains about the service staff will:

- Listen to the verbal concern/complaint and try to resolve the issues.
- Endeavour to resolve the issues in a mature and responsible way.
- Advise the parent where they can obtain support and guidance – Early Years team and Ofsted.
- Ensure that should the placement come to an end, this will be done according to the terms of the written agreement.

Should the parents/carer wish to make a written complaint staff will follow the following procedure:

#### **Procedure for making complaint**

If a parent/carer wishes to formally complain about the care their child is receiving at the playgroup, staff will complete a complaints form with them, indicating clearly which area of care is being complained about and how this links to the Early Years Framework Stage or Childcare Register requirements.

Following receipt of such a complaint management shall:

- Investigate the complaint.
- Inform the parents/carers of the findings.
- Inform the parent/carer of the action management have taken/propose to take as a result of the complaint.
- Record the complaint.
- Record any action taken and the outcome of the complaint within 28 days of the complaint being made.
- If relevant inform Ofsted or others of the complaint (for example the complaint was an allegation).

The record of complaints will be made available to Ofsted on request.

At all times management shall keep details of the complainant and family confidential, records of the complaint however will be available to all parents to refer to.

Details of complaints can be viewed on the Ofsted website using the settings Ofsted Unique Reference Number.

LADO and Ofsted will be notified on the same day, or as soon as it is practicable to do so, but at least within 14 days of any allegations by myself or any person looking after children on these premises.

Ofsted contact details;  
Ofsted National Business Unit  
Piccadilly Gate  
Store Street  
Manchester  
M1 2WD

Tel; 0300 123 1231

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

Website; [www.ofsted.gov.uk](http://www.ofsted.gov.uk)

Date: September 2018

Review: September 2019