Complaints Policy

We aim to work in close partnership with all parents, to meet the needs of their children.

If there is any aspect of our service you are not happy with, please bring it to our attention and we will make every effort to resolve the issue initially through discussion. You can put the complaint to us verbally or, if you prefer, formally in writing or by email.

We offer a 'feedback' form for parents annually.

It is a condition of our registration to investigate all written complaints relating to the requirements of the Early Years Foundation Stage and we will notify the complainant of the outcome within 28 days of the receipt of the complaint.

Procedures

- We will keep a written record of all complaints and their outcome for at least three years.
- We will keep a documentation of any phone or direct conversations with parents or other adults on file, in the office for reference.
- We will maintain confidentiality but will provide Ofsted, on request, with a written record of all complaints within a specified period and the action taken as a result of each complaint.

We will record the following information:

- The name of the person making the complaint.
- The Early Years Foundation Stage requirement(s) to which the complaint relates.
- The nature of the complaint.
- The date and time of the complaint.
- Any action taken in response to the complaint.
- The outcome of the complaint investigation (for example, ways the service has improved).
- Details of the information and findings that were given to the person making the complaint, including any action taken.

If the complaint cannot be resolved or if the complaint is of a serious nature and you feel you cannot discuss it with Wise Owls you should contact Ofsted on **0300 123 1231**

Ofsted produces guidance on concerns and complaints about child care providers. This is available on the Ofsted website and provides guidance on the complainant's right to contact Ofsted.

Linked Policies

Behaviour Policy, Safeguarding Policy, Aims, Equal Opportunities Policy