



## Complaint's procedure

We value your views – if things are going well, we would love to hear about it. If you have any suggestions, please either speak to your child's Nursery Manager or Key Person, or send into us via Family. Should you wish to share excellent staff practice and customer care please let either Connie or the Nursery Manager know. Equally if you have any concerns, let a staff member know immediately – we can assure you that your comments and views will be listened to and taken seriously.

If any parent/carer has an issue either involving their individual child or the Nurseries, or the Company as a whole, they should in the first instance raise the issue with the Manager of their child's setting.

If the complaint is of a more general nature, it can be recorded in writing or email and forwarded to the Nursery Manager who will respond to all correspondence.

All complaints will be dealt with promptly and fairly. The complaint will be recorded in writing detailing the nature of the complaint, the action taken initially, subsequent action, the person responsible for investigating the complaint, the time scale and the outcome of the investigation, including a review of the effectiveness of action taken.

If the matter cannot be resolved satisfactorily then the complaint should be forwarded in writing to:

Connie Willcocks (Managing Director)

Humpty Dumpty Childcare Ltd.

Brimhay, Gidleys Meadow

Dartington, Nr Totnes,

Devon TQ9 6HT

Tel: 01803 866863

[connie@humptydumptychildcare.co.uk](mailto:connie@humptydumptychildcare.co.uk)

Should the matter remain unresolved contact:

Ofsted National Business Unit

Applications, Regulatory and Contact (ARC) Team

Piccadilly Gate

Store Street

Manchester M1 2WD

Helpline: 0300 123 1231

Complaints and concerns 0300 123 4666

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

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 on request.

[www.gov.uk/government](http://www.gov.uk/government) Statutory framework for the Early Years Foundation Stage

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### RECORD OF A COMPLAINT

Please read the accompanying document '**HOW TO COMPLETE THE COMPLAINTS RECORD**' before completing this form.

DATE OF COMPLAINT:			
A: SOURCE OF COMPLAINT			
Parent (in writing including email) <sup>1</sup>		Anonymous	
Parent (in person)		Ofsted (include complaints number if known)	
Parent (phone call)			
Staff member		Other (please state)	
B: THE NATURE OF THE COMPLAINT: (please tick all sections that the complaint relates to)			
Safeguarding and promoting children's welfare			
Suitable people			
Suitable premises, environment and equipment			
Organisation			
Documentation			

Please give details of the complaint:

**C. HOW WAS IT DEALT WITH?**

Internal investigation

If internal investigation – Name of staff member undertaking this:

Investigation by Ofsted

Investigation by other agencies (please state)

Please give details of any internal investigation or attach any outcome letter from Ofsted:

D: ACTIONS AND OUTCOMES			
Internal actions		No action	
Actions agreed with Ofsted		Action imposed or agreed with other agencies	
Changes to conditions of registration			
Other action taken by Ofsted			
<u>Please give details:</u>			
Has a copy of this record been shared with parents?	YES	NO	
Outcome notified to parents (within 28 days) <sup>2</sup>	YES	Date:	
Name of recorder:			
Position:			
Signature:			
Date completed:			

<sup>1</sup> Regulations require providers to investigate all complaints notified to them, in writing, by a parent of a child attending the setting.

<sup>2</sup> Regulations require providers to give an account of the findings of the investigation into the complaint and any action taken, to the parent who made the complaint, within 28 days of the complaint.

## HOW TO COMPLETE THE COMPLAINTS RECORD

This guidance is taken from **Ofsted's 'Day Care and Childminding: guidance to the National Standards, revisions to certain criteria October 2005'**.

When completing the record you should bear in mind it must be shared with any parent who asks to see it as well as with Ofsted. It is important to maintain appropriate confidentiality- when filling in the record. This means that you should not name the person making the complaint or any persons (adults and children) that relate to the complaint.

Ofsted will check our complaints record at all inspections from October 2005.

### A. SOURCE OF COMPLAINT

You need to record here who made the complaint. Where people complain to Ofsted, they will normally refer all such complainants to us in the first instance. Where Ofsted carries out an investigation into our continued suitability to provide childcare following a complaint, they will tell us of the outcome of our investigation. Where they do this, you should enter Ofsted as the source and the Ofsted complaint number, if known.

### B. NATURE OF COMPLAINT

The record is intended only for complaints relating to the national standards. You must record here one or more national standards to which the complaint refers. If you are unsure you should refer to your national standards and the accompanying guidance. You must record all details associated with the complaint, taking care not to name individuals. For example, use 'child A', 'staff member B'.

## C. HOW IT WAS DEALT WITH

You must provide information on how you investigated the complaint. You will need to record:

- The process that you took to ensure that the complaint was fully investigated, such as interviews, reviews of records.
- Who was involved in the investigation without identifying any individuals named in the complaint including staff or any child.
- Any referrals you made to an external agency, for example local authority environmental health departments or social services.
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## D. ACTIONS AND OUTCOMES

You must provide details about the outcome of your investigation. You will need to record:

- Any action(s) identified by you
- Any actions set or taken by Ofsted
- Any action taken by another external agency, where you have their permission to do so
- The outcome of your investigation, identifying any areas where you feel you could make improvement to your provision
- If you dismissed any members of staff following the investigation and if so, under what circumstances. If you have dismissed a member of staff for misconduct, because they placed a child at risk of significant harm, you may need to refer the individual for inclusion onto the Protection of Children Act (POCA) list. You can find out how to do this by ringing Ofsted on 08456 40 40 40

You must share an account of the findings of your investigation and the action, if any, that you took or you intend to take as a result of your investigations with parents at the setting. You must do this within 28 days from the date the complaint was made. You can do this by sharing this record. If they ask you to do so, or if you think it is appropriate, you should send a separate letter to the parent who made the complaint giving more detail.