



## Complaints and Compliments Procedure

March 2024

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### **Statement of intent**

At YMCA Childcare we strive to provide the highest quality of care and education for our children and families and believe that all parents are treated with care, courtesy and respect.

We hope that at all times parents are happy and satisfied with the quality and service provided and we encourage parents to voice their appreciation to the staff concerned and/or management. We record all compliments and share these with staff.

We welcome any suggestions from parents on how we can improve our services, and will give prompt and serious attention to any concerns that parents may have. Any concerns will be dealt with professionally and promptly to ensure that any issues arising from them are handled effectively and to ensure the welfare of all children, enable ongoing cooperative partnership with parents and to continually improve the quality of the setting.

We have a formal procedure for dealing with complaints where we are not able to resolve a concern. Where any concern or complaint relates to child protection, we follow our Safeguarding Policy.

### **Internal Complaints Procedure**

#### Stage 1

If any parent should have cause for concern or any queries regarding the care or early learning provided by the setting, they should in the first instance take it up with the child's key person or room leader.

#### Stage 2

If the issue still remains unresolved or parents feel they have received an unsatisfactory outcome, then they must present their concerns in writing as a formal complaint to the Childcare Manager. The manager will then investigate the complaint in relation to the fulfilment of the EYFS requirements and report back to the parent within 14 working days. The manager will document the complaint fully, the actions taken and the outcome in relation to it in the complaints log book. (Most complaints are usually resolved informally at stage 1 or 2.)

#### Stage 3

If the matter is still not resolved, the setting will hold a formal meeting between the Childcare Manager, parent and a senior staff member to ensure that it is dealt with comprehensively. The setting will make a record of the meeting and





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document any actions. All parties present at the meeting will review the accuracy of the record, and be asked to sign to agree it and receive a copy. This will signify the conclusion of the procedure.

### Stage 4

If at the Stage 3 meeting the parent and Childcare Manager cannot reach agreement, the parent should put their disagreement in writing for the Childcare Manager to review with the Childcare Programme Manager.

The Childcare Programme Manager will review the complaint and respond within 7 working days.

### Stage 5

Any unresolved complaints will be put in writing, stating why all previous actions are unsatisfactory to the CEO and Board. The CEO will respond within 5 working days.

### **The role of the Office for Standards in Education, Early Years Directorate (Ofsted) and Local Authority's Safeguarding Children's Boards**

If the matter cannot be resolved to their satisfaction, then parents have the right to raise the matter with Ofsted. Parents are made aware that they can contact Ofsted at any time they have a concern, including at all stages of the complaints procedure, and are given information on how to contact Ofsted. Ofsted is the registering authority for nurseries in England and investigates all complaints that suggest a provider may not be meeting the requirements of the nursery's registration. It risk assesses all complaints made and may visit the nursery to carry out a full inspection where it believes requirements are not met.

Contact details for Ofsted:

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

Telephone: 0300 123 1231

By post:  
Ofsted  
Piccadilly Gate  
Store Street  
Manchester  
M1 2WD





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Parents will also be informed if the setting becomes aware that they are going to be inspected and after inspection the setting will provide a copy of the report to parents and/or carers of children attending on a regular basis.

These details are displayed on our childcare notice boards.

If a child appears to be at risk, our setting follows the procedures of the Local Authorities Safeguarding Board.

In these cases, both the parent and setting are informed and the Childcare Manager works with Ofsted and the Local Authority Safeguarding Board to ensure a proper investigation of the complaint followed by appropriate action.

### Records

A record of complaints will be kept in the setting. The record will include the name of the complainant, the nature of the complaint, date and time complaint received, action(s) taken, outcomes of any investigations and any information given to the complainant including a dated response.

Parents will be able to access this record if they wish; however, all personal details relating to any complaint will be stored confidentially and will be only accessible by the parties involved. Ofsted inspectors will have access to this record at any time during visits to ensure actions have been met appropriately.

The record of complaints is made available to Ofsted on request.

We will follow this procedure for any other compliments and complaints received from visitors to the provider, where applicable.

<b>This policy was reviewed on:</b>	<b>Reviewed by:</b>	<b>Date for next review:</b>
01.03.2024	A.Spence	01.03.2025
<b>Signed on behalf of YMCA Trinity Group:</b>		

