

Farrow Fields Childcare: Complaints and Compliments Policy

At Farrow Fields Childcare we strive to provide the highest quality of care and education for our children and families and ensure that all parents and carers 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. 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 nursery. 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 children and child protection policy.

Internal complaints procedure

Stage 1

If any parent should have cause for concern or any queries regarding the care or early learning provided they should in the first instance take it up with the child's key person, a senior member of staff or room leader. If this is not resolved, we ask them to discuss this verbally with the manager.

Stage 2

If the issue 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 Farrow Fields Childcare manager. The manager will 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, we will hold a formal meeting between the manager, parent and a senior staff member to ensure that it is dealt with comprehensively. Farrow Fields Childcare will record the meeting and 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 the matter cannot be resolved to their satisfaction, parents have the right to raise the matter with Ofsted. Parents are made aware that they can contact Ofsted whenever they have a concern, including at all stages of the complaints procedure. 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 setting's registration. OFSTED risk assesses all complaints made and may visit the setting to carry out a full inspection if there is a concern that requirements are not being met.

A record of complaints will be kept at Farrow Fields Childcare. 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 setting, where applicable.

Contact details for Ofsted:

Email: enquiries@ofsted.gov.uk

Telephone: 0300 123 4666

For more information about Ofsted's role see:

<https://www.gov.uk/government/publications/information-for-parents-about-ofsteds-role-in-regulating-childcare>

Parents will be informed if Farrow Fields Childcare is given notice of an OFSTED inspection. After the inspection Farrow Fields Childcare will provide a copy of the report to parents of children attending on a regular basis.

This policy was adopted on	Signed on behalf of Farrow Fields Childcare	Date for review
<i>January 2025</i>	Victoria Madden	<i>January 2027</i>