



10.2 Complaints procedure for parents/carers and service users

There is a fair way of dealing with issues as they arise in an informal way, but parents/carers may wish to exercise their right to make a formal complaint. They are informed of the procedure to do this, and complaints are responded to in a timely way.

Parents/carers

- If a parent/carer is unhappy about any aspect of their child's care or how they have been treated, this should be discussed with the Boss Bird of any Nest. The Boss Bird will listen to the parent/carer and acknowledge what they are unhappy about. They will offer an explanation and an apology if appropriate. The issue and how it was resolved is recorded in the child's file and **Complaint Investigation Record**. The recording will also make clear whether the issue being raised relates to a concern about quality of the service or practice, or a complaint. For allegations relating to serious harm to a child caused by a member of staff or volunteer procedure 6.2 Allegations against staff, volunteers or agency staff will be followed.
- If the parent/carer is not happy with the Boss Bird's response or wishes to complain about the Boss Bird or any other member of staff, they will be directed to the Directors of the business. Some parents/carers will want to make a written complaint; others will prefer to make it verbally; in which case the Directors write down the key issues of the complaint using the Complaint Investigation Record and keeps it in the child's file.
- The Directors will investigate the complaint and provide time to feedback to the parent/carer within 28 days. A confidential written report of the investigation is kept in the child's file if the complaint relates directly to a child.
- If the complainant believes that the matter has not been resolved and there has been a breach of the EYFS requirements they are entitled to make a complaint to Ofsted or the childminder agency. The Directors will assist in any complaint investigation as well as in producing documentation that records the steps that were taken in response to the original complaint.

- The Directors ensure that parents/carers know they can complain to Ofsted by telephone or in writing at any time as follows:

Applications, Regulatory and Contact (ARC) Team, Ofsted, Piccadilly Gate, Store Street, Manchester M1 2WD or telephone: 0300 123 1231

Other services

- If an individual from another service wishes to make a formal complaint about a member of staff or any practice of the setting, it should be made in writing to the Directors.
- The complaint is acknowledged in writing within 10 days of receiving it.
- The Directors investigate the matter and meets with the individual to discuss the matter further within 28 days of the complaint being received.
- An agreement needs to be reached to resolve the matter.

Ofsted complaints record

- Legislation requires settings to keep a record of complaints and disclose these to Ofsted, or the childminder agency at inspection, or if requested by Ofsted, or the childminder agency at any other time.
- The record of complaints is a summative record only.
- A record of complaints will be kept for at least 3 years.
- In all cases where a complaint is upheld a review will be undertaken by the owners/directors/trustees to look for ways to improve practice where it is required.

This procedure is displayed on Parent/Carer Notice Board.

Further guidance

[Complaint Investigation Record](#) (Alliance Publication)