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## Bridge Park Montessori Nursery

## Complaints policy and procedure

**Meeting the Early Years Foundation Stage welfare requirements**

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. Childminders are not required to have a written procedure for handling complaints, but they must keep a record of any complaints they receive 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 or the relevant childminder agency on request.

3.75. Providers must make available to parents and/or carers details about how to contact Ofsted or the childminder agency with which the provider is registered as appropriate, if they believe the provider is not meeting the EYFS requirements. If providers become aware that they are to be inspected by Ofsted or have a quality assurance visit by the childminder agency, they must notify parents and/or carers. After an inspection by Ofsted or a quality assurance visit by their childminder agency, providers must supply a copy of the report to parents and/or carers of children attending on a regular basis.

## Policy statement:

## As a registered childcare Provider 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 through frank and open discussion. You can put the complaint to us verbally or, if you prefer, formally in writing or by email.

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

For impartial advice, you can call a member of Brent’s early years team on 0208 937 3003.

The nursery will keep a written record of all complaints and their outcome for at least three years

The nursery 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.

The nursery 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 us you should contact Ofsted on 0300 123 1231.

Ofsted produces guidance on concerns and complaints about childminders and childcare providers. This is available on the [Ofsted website](http://ofsted.gov.uk/Ofsted-home/Forms-and-guidance/Browse-all-by/Care-and-local-services/Childcare/Complaints-and-enforcement/Forms-and-guidance-Complaints-Procedure/Concerns-and-complaints-about-childminders-and-childcare-providers/(language)/eng-GB) and provides guidance on the complainant’s right to contact Ofsted.