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Description automatically generated**Complaints Procedures**

Written by: Alice Mcpherson Date: 16.07.2021

**This is a statutory procedure.**

**EYFS requirement 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.*

If parents wish to make a complaint about any aspect of my care of their child related to the Early Years Foundation Stage (EYFS) or Childcare Registers\* they can do so verbally; alternatively, parents might prefer to complete a Complaints Form (attached) which will be provided on request.

**EYFS requirement 3.74** – *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.*

All complaints will be treated confidentially and, to comply with the requirements of the EYFS will be investigated within 28 days of receipt.

Ofsted will be notified of any complaints relating to the requirements of the EYFS or the Childcare Register and any complaints relating to safeguarding might also be reported to the Local Safeguarding Children Board (LSCB). Depending on the nature of the complaint, it will be investigated internally or passed to Ofsted and / or the LSCB to investigate.

The outcome of any complaint investigation will be discussed with the complainant if contact details are provided. If the complainant is still unhappy, or at any time in the complaints process, they can contact Ofsted (details to follow).

**EYFS requirement 3.74** – *The record of complaints must be made available to Ofsted or the relevant childminder agency on request.*

A record of complaints will be retained for 3 years and made available to Ofsted on request.

**EYFS requirement 3.75** - *Providers* ***must*** *make available to parents and/or carers details about how to contact Ofsted if they believe the provider is not meeting the EYFS requirements.*

If parents wish to **contact Ofsted** direct the contact details are –

* Telephone - 0300 123 1231.
* Address - Ofsted, Piccadilly Gate, Store St, Manchester M1 2WD;
* Email - [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk). The Ofsted parents / complaints poster is displayed.

\***Note** – information about my registration on the **Childcare Register** is provided to parents as required by the Childcare Register.

**Contacting the Information Commissioners Office**

If your complaint is regarding a data breach, related to the General Data Protection Regulation (GDPR) I must report the breach within 72 hours and you have the right to complain: *if a data breach* *could result in discrimination, reputation damage, financial loss or loss of confidentiality occurs*.

Parents can contact the Information Commissioners Office (ICO) for further information

– <https://ico.org.uk/for-organisations/report-a-breach/>.

**Retention requirements**

The EYFS requires me to keep a written record of the complaint to share with Ofsted; I might be required to share it with other agencies depending on the nature of the complaint.

The Childcare Register (relating to children over the age of 5 years) requires me to keep a written record of the complaint for 3 years, including details about the outcome of the investigation and any action taken.

To comply with GDPR, the Complaint Record and other documentation will be shredded (paper records) or securely deleted (online records) after the required retention period.

Signed: Review date:

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