

Complaints Policy

At Busy Bees Playgroup we always ensure we meet the EYFS requirements by providing consistent high-quality childcare and education and by working in close partnership with parents/carers to meet the needs of all children. Busy Bees aims to provide all parents/carers and children with the best possible service that we can deliver. However, if there is an area where parents/carers are dissatisfied or are concerned that we are not meeting the EYFS requirements, they are encouraged to tell us. If a parent/carer has any complaint, concerns or worries we would ask in the first instance that they speak to the Manager as soon as possible and we will make every effort to resolve the matter. This can be done verbally or in writing.

To meet the requirements of the Early Years Foundation Stage and the Childcare Register, Busy Bees will:

- Keep written records for a period of three years of any complaints; including the outcome of the investigation and the action taken.
- Investigate all written complaints relating to the fulfilment of the EYFS requirements and notify parents/carers or the complainant of the outcome of the investigation (in writing or by email if requested), within 28 days of having received the complaint.
- Make the record of complaints available to Ofsted on request, to include a summary of complaints made in relation to the requirements during the past 12 months and the action taken as a consequence.
- Produce for Ofsted, on request, a list of complaints made during the previous three years.
- Make available to parents/carers details about how to contact Ofsted.
- Supply a copy of the Ofsted report to parents/carers should the complaint trigger an inspection.
- Have a written statement of procedures to be followed in relation to complaints.
- Ensure that each complaint is fully investigated.
- Inform the complainant of the outcome of the complaint.

Parents/carers can contact Ofsted about their concerns by telephoning them on **0300 123 1231** or write to them at:

Ofsted
Piccadilly Gate
Store Street
Manchester
M1 2WD

The procedure for dealing with concerns and complaints from parents/carers involves keeping a written record of any complaints, and their outcome. If a complaint is made, the following information will be recorded on a Complaints Log:

- The source of the complaint.
- The nature of complaint.
- The Early Years Foundation Stage requirement(s) to which the complaint relates.
- The details of the complaint.

- The date and time of the complaint.
- How the complaint was dealt with.
- Who investigated the complaint?
- Full details of my investigation.
- Details of the information and findings that were given to the person making the complaint, including any action taken. We will also confirm whether a written response was given to the complainant within 28 days.
- Whether a copy of the complaints record has been shared with all parents/carers.
- The Manager will Sign and date the complaints record.