



London Borough of Waltham Forest

Draft

**Concerns, Compliments & Complaints
Procedure**

Early Years, Childcare & Business Development Service

London Borough of Waltham Forest (LBWF) Early Years, Childcare & Business Development Service have written this document to help you write a concerns, compliments and complaints policy for your setting.

This document is for reference only and you must adapt it to reflect the service your setting offers. To download guidance on other policies and procedures go to <https://thehub.walthamforest.gov.uk/>

Whenever we say parents in this document we mean parents and carers and whenever we say child we mean children and young people aged 0 to 19 years old (up to 25 years old for young people with Special Educational Needs and Disabilities (SEND)).

Aim

Do you aim to provide high quality, safe, stimulating and consistent provision for all your children and parents? If, for any reason, you get a complaint, how do you follow it up? 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 (Statutory Framework for the EYFS 3.74).

Points to consider

- Who is going to take responsibility for managing complaints?
- How do you make parents aware of your complaints policy and procedure?
- How do you resolve a complaint in the first instance, for example, an informal discussion with staff, key person or manager?
- Do you ask for the complaint to be put in writing?
- Who will acknowledge the complaint?
- How long will it take you to respond to a complaint? It is a requirement to notify complainants of any outcome within 28 days of receiving complaint (Statutory framework for the EYFS 3.74)
- How do you respond, for example, with a meeting or letter?
- If the complaint is about the manager, who will take responsibility?
- Do you share complaints with parents, if appropriate?
- How and where do you record complaints?
- How do you report any complaints to Ofsted? Who does this?
- What actions will you take if, after this process, the parent feels the complaint has not been resolved?
- How do you record concerns?
- What do you do about concerns?
- Do you let parents know about concerns and what you have done about them?
- How do you record compliments?
- Do you make all staff aware of compliments? Do you feedback to them comments from parents, display cards and messages?

- What is your policy regarding gifts to staff from parents e.g. cash, vouchers expensive presents? Are these recorded anywhere? Do you need to declare these to anyone e.g. accountant or tax office?
- Is there a suggestion book or box for both parents and children to use?
- If the complaint made has any child protection implications, the Waltham Forest Safeguarding Children's Board (WFSCB) guidelines need to be followed.

Record of complaints

It is important that you deal with any complaints promptly and fairly. Think about how you record complaints and what is recorded. You should also make a note of the timescales you will follow.

You should include the following in your record:

- the nature of the complaint
- the action taken initially
- any action taken later
- the person responsible for investigating the complaint
- the timescale
- a review of the effectiveness of the action taken
- who gets a copy of the complaint record including a written record of the outcome
- how you provide parents with the name, address and telephone number of Ofsted.

All records of complaints must be made available to Ofsted. If you get a complaint from a parent or Ofsted, you should keep all the paperwork related to the complaint until at least your next Ofsted inspection.

Making a complaint to Ofsted

Any parent can, at any time, make a complaint to Ofsted about any aspect of registered childcare provision. 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 (Statutory Framework 3.75). Ofsted will consider and look into all complaints received. How do you tell all your parents about this?

Remember to display your complaint procedure and keep it updated. The Ofsted contact address is: Applications, Regulatory and Contact (ARC) Team, Ofsted, Piccadilly Gate, Store Street, Manchester, M1 2WD.

The [poster](#) for parents: childcare is available from Ofsted for you to display in your setting.

Most concerns can be resolved through discussion with the manager. If the issue can't be resolved through discussion, then a formal complaint can be made in writing or by email.

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.

You must make a written record of complaints, any action taken and the outcome of

any investigation, and provide a summary, on request, to any parent/carer of a child within your care, and Ofsted. Records must be retained for a period of at least three years from the date on which the record was made.

Useful resources and websites

- Advisory, Conciliation and Arbitration Service (ACAS) www.acas.org.uk 08457 474747
- Ofsted <http://www.ofsted.gov.uk> 0300 123 1231 Piccadilly Gate, Store Street, Manchester, M1 2WD
- Waltham Forest Safeguarding Children's Board (WFSCB) <https://thehub.walthamforest.gov.uk/policy/schools/safeguarding/safeguarding-key-information>
- Citizens Advice Bureau <http://www.citizensadvice.org.uk>