



Complaints and Compliments Policy

EYFS-3.75-3.76

All My Friends believes that parents/carers are entitled to expect courtesy and prompt, careful attention to their individual needs and wishes. We hope that at all times you will be happy with the service provided and that you might like to voice your appreciation to the staff concerned.

Complaints will be dealt with professionally and promptly to ensure that any issues arising from these complaints are handled effectively and to ensure the welfare of all children.

In case of a complaint relating to child protection, please refer to the Safeguarding Policy contained in our Policy Folders which are available in each of our settings at all times.

We welcome any suggestions from parents/carers on how we can improve our services, and will give prompt and serious attention to any concerns that you may have by following our complaints procedure as outlined below:

Complaints procedure

Stage 1

If any parent/carer should have cause for complaint or any query regarding the care or learning provided by the setting they should in the first instance take it up with the child's key person, room leader or escort.

Stage 2

If the issue remains unresolved or parents/carers feel they have received an unsatisfactory outcome, then these concerns must be presented in writing to the setting manager. The manager will then investigate the complaint and if possible report back to the parent/carer within three working days. Occasionally this timescale may not be possible if for example a member of the team whose input is essential to the investigation is unavailable due to holidays or sickness. If this is this case then the manager will report on the initial findings within 3 working days and provide an estimate of the proposed date of resolution. The matter will be fully documented in the complaints log book and will detail the nature of the complaint and any actions arising from it. We use the Gloucestershire County Council form to record complaints.

(Most complaints are usually resolved informally at stage 1 or 2.)

Stage 3

If the matter is still not resolved, a formal meeting will be held between the managing director/operations manager, setting manager and the parents/carers to ensure that it is dealt with comprehensively. A record of the meeting will be made along with documented actions. All parties present at the meeting will review the accuracy of the record, sign to agree and receive a copy, which will signify the conclusion of the procedure.

Stage 4

If the matter cannot be resolved to their satisfaction, then parents/carers have the right to raise the matter with Ofsted (see the contact details below).

A record of complaints will be kept in the setting for a period of no less than three years. The record will include the name of the complainant, the nature of the complaint, date and time complaint received, action(s) taken, result of any investigations and any information given to the complainant including a dated response.

Parents/carers will be able to access this record if they wish to, however all personal details relating to any complaint will be stored confidentially and will be only accessible by the parties involved. Ofsted will have access to this record at any time during visits to ensure actions have been met appropriately.

Contact details for the regulator:

Ofsted
Piccadilly Gate
Store Street
Manchester
M1 2WD

0300 123 1231

www.ofsted.gov.uk/parents

Internal use only

This policy was adopted on	22.02.22
Signed on behalf of the setting	
Date disseminated to staff	
Date for review	22.02.23