

10 Working in partnership with parents and other agencies procedures

10.02 Complaints procedure for parents and service users

Our Aim

At Peekaboo Childcare, we aim to work openly, respectfully and in partnership with parents, carers and other professionals. We recognise that concerns or complaints may occasionally arise and believe these should be handled fairly, promptly and transparently.

This procedure is written in line with the Early Years Foundation Stage (EYFS) Statutory Framework, which requires early years providers to have a clear complaints procedure and to respond to complaints within set timescales.

Informal Resolution

We encourage parents and carers to raise any worries or concerns as soon as they arise so that they can be resolved quickly and informally wherever possible. Many issues can be resolved through open discussion and shared understanding.

Making a Complaint – For Parents and Carers

If you are unhappy with any aspect of your child's care or how you or your child have been treated:

Step 1: Speak to your child's key person

- Your child's key person will listen carefully to your concerns and acknowledge what you are unhappy about.
- An explanation and apology will be offered where appropriate.
- A complaint form will be completed either by you or with support from staff using the JotForm link stored on Drive.
- A record of the complaint and how it was resolved is added as a note on your child's Family account.
- The record will clearly state whether the issue raised is a concern about practice or a formal complaint.

Serious Concerns

- Any allegations relating to serious harm to a child caused by a member of staff or volunteer will be managed in line with procedure 6.2 Allegations Against Staff, Volunteers or Agency Staff.

Step 2: Speak to the Setting Manager

- If you are not satisfied with the response from the key person, or if your complaint relates to the key person or another member of staff, you may raise the matter with the setting manager or deputy manager.
- Complaints may be made verbally or in writing.
- If made verbally, the setting manager will record the details using the JotForm complaint form and attach this to your child's Family account.
- The setting manager will investigate the complaint fully and provide feedback within 28 days.
- If the complaint relates directly to a child, a confidential written record of the investigation will be kept in the child's file.

Escalating a Complaint to Ofsted

Under the EYFS, parents and carers have the right to contact Ofsted if they believe:

- Their complaint has not been resolved satisfactorily, and
- There has been a breach of EYFS requirements.

The setting manager will support any Ofsted investigation and provide documentation showing how the complaint was handled.

Contact Ofsted


Applications, Regulatory and Contact (ARC) Team

Ofsted

Piccadilly Gate

Store Street

Manchester M1 2WD

 Telephone: 0300 123 1231

Complaints from Other Services or Agencies

If an individual from another service or agency wishes to raise a complaint:

- Complaints should be made in writing to the setting manager.
- The complaint will be acknowledged in writing within 10 days.
- The setting manager will investigate and meet with the complainant within 28 days to discuss the matter.

- An agreement will be sought to resolve the issue.

If agreement is not reached:

- The complainant may write to the setting manager's line manager.
- This complaint will be acknowledged within 5 days and responded to within 14 days.

Ofsted Complaints Record (EYFS Requirement)

In line with EYFS legislation:

- A record of complaints is maintained and made available to Ofsted during inspection or upon request.
- The complaints record is a summary record only.
- Complaints records are retained for a minimum of three years.
- Where a complaint is upheld, the owners will review practice and identify improvements where required.

Further Guidance

Complaint Investigation Record (Alliance Publication)

This procedure ensures concerns are taken seriously, handled fairly and used constructively to continually improve the quality of care and education we provide.