



## Comments and complaints

### General Legal Requirement

The provider must take necessary steps to safeguard and promote the welfare of children. Our setting aims to provide a safe, stimulating and caring environment where children and their families feel welcome and valued. We believe in working together with parents to ensure their children's needs are identified and met.

We welcome comments from parents about our provision and recognise parents are the prime educators of their child and that comments, whether negative or positive, about our setting are made with the child's interest at heart.

Positive comments are a good way for parents to let settings know their work is valued and appreciated, give everyone concerned the chance to build on good practice which promotes children's development, parents are encouraged to praise where appropriate.

### PROCEDURES

- Parents wishing to make concerns known to the setting, should first talk to the person in charge. Most problems can be sorted out quickly in this way, any problems should be resolved within a reasonable time-scale, this may vary depending on the problem.
- Any complaint received will be recorded on a complaints record sheet by the member of staff receiving the complaint.
- We will investigate all written complaints, notifying the complainants of the outcome of the investigation within 28 days of receiving the complaint.
- It may be helpful to have a meeting with an outside mediator, the parent and a representative from the setting. This should help both sides to clarify the issues and reach an amicable solution.
- Everyone involved with the discussion and outcome of a complaint will be expected to treat information as confidential and will not discuss the situation with anyone else.
- Any complaints received will be kept for three years.
- This policy is in addition to the whistle blowing and allegations against staff policy.

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