



WILLOWDENE NURSERY SCHOOL

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Early Years and Childcare Service Complaints Procedure EYFS 3.73

This complaints procedure is to be reviewed annually by Marilyn Hargraves and Rebecca Robinson. All complaints will be monitored.

All complaints will be listened to and dealt with sympathetically but opinions must not be offered and staff will remain impartial at all times.

A. Procedure for complaints about our childcare provision

- The registration and inspection of childcare provision is the duty of Ofsted's Early Years Directorate. Where appropriate this should be explained to the complainant.
- The complainant should be directed first to Marilyn Hargraves, who has a legal duty to investigate complaints made about the provision.
- Marilyn Hargraves will investigate the complaint, and the complainant should be notified of the outcome within 28 days.
- If you are not satisfied with the outcome of the investigation, please telephone the Ofsted Complaints Helpline Number – **0300 123 4666**
- If you feel unable to speak to Ofsted, Marilyn Hargraves will take the details, and write a brief summary of the complaint on the Ofsted complaints form. This will then be sent by fax to the complaints team **0161 618 8507**. You will be told that this is going to happen and that Ofsted will contact you directly.
- If you wish to remain anonymous and do not want to telephone Ofsted, as many details will be taken as possible and then the procedure as above will be followed.
- If the complaint is of a financial or contractual nature, and the outcome of the provider's investigation is unsatisfactory to the complainant, the complainant should be directed to the appropriate personnel within the Early Years and Childcare Service, for advice and support, for example, a Development Officer or Workforce Support Officer – Childminding.
- If the complaint concerns the welfare of a child or children or where children are thought to be at risk, the complainant will be directed to the Social Care Access Centre, Tel. No. 0845 607 2000, where the complaint will be assessed and appropriate advice given by trained professionals. The complainant should also notify the Ofsted Complaints Team. Marilyn Hargraves will record brief details of the complaint on a complaints form, and these details should be passed to the Social Care Access Centre immediately by telephone. You will be told that these details are going to be passed on. A copy of the complaints form will be sent by post (the same day). The complaints form must be kept in the central complaints file.
- A copy of all complaints recorded is kept in the complaints file in the appropriate section. Appropriate personnel within the Early Years and Childcare Service should be informed.

D. Procedure for complaints about Nursery Education Funding (to be passed to the CIS)

The Children's Information Service should deal with complaints from parents regarding funding allocated by providers. Full details of the complaint will be recorded and the complainant informed that the matter will be investigated. This may involve discussion with the provider to ensure that the correct entitlement has been allowed by the provider and the amount of funding claimed by the provider has been passed to the parent. It may also involve ensuring that the provider is operating by the requirements outlined in the Local Agreement. On resolution of the query, the CIS should report back to the complainant any details specific to their case. An appeals procedure is in place for those parents who are not satisfied that their child has received the free nursery education to which they are entitled.