

Complaints Policy

As a childcare provider we aim to work in close partnership with all parents/carers to meet the needs of their children.

If there is any aspect of our service that you are not happy with would you please bring it to our attention.

We hope that you will feel able to discuss any concerns or issues with us directly, if at any time you feel that we are not offering the service that you require. If you would rather not talk in front of the children then we can arrange a more convenient time.

If you prefer you can put your complaint to us formally, either in writing or by email - info@thewonderyears.org.uk

We have a mandatory duty to investigate all complaints relating to the welfare requirements and the childcare register requirements.

Depending on the nature of the complaint, we will investigate it ourselves or it will be passed onto Ofsted to investigate.

We will respond to your complaint in writing within 20 days, giving details of how we aim to resolve your complaint. Complaints will be treated sensitively and all personal details kept confidential.

We will also keep a summary of the complaint using our complaints record form. This will be available on request by parents/carers of a child for whom we provide care for and Ofsted.

This summary will not include the name of the person making the complaint but will include;

- Nature of the complaint
- Date of the complaint
- The welfare requirement or the childcare register requirement that the complaint relates to
- Action taken in response to the complaint
- The outcome of the complaint investigation

Records will be kept in line with GDPR guidelines (this is in accordance with complaints requirements of both the early years register and the childcare register & GDPR.)

For all complaints relating to GDPR please see specific GDPR privacy policy.

If you feel that the complaint cannot be resolved or if the complaint is of a serious nature and you feel you cannot discuss it with us you should contact Ofsted on **0300 123 1231** or the LADO (Local Authority Designated Officer: **0208 461 7669 / 0208 313 4325**)