Concerns and Complaints

The policy outlines the different process’ for handing concerns and complaints, ensuring the safeguarding and best outcomes for the children and their families. Concern is defined as worry or query, some contexts include but are not limited to: an occurrence, actions taken, behaviour or situation. Complaint is a clear expression of dissatisfaction towards an occurrence or situation. It is important to clearly establish to situation at hand and follow the correct process for dealing with this. Concerns/complains reporting procedure is clearly displayed throughout the setting, this is as shown below and is in accordance with EYFS Statutory guidance:

**Process:**

* Both complaints and concerns can be reported to staff verbally or written (paper or email). There will be opportunity for in depth elaboration meeting and staff will make a detailed record using accurate forms held within the setting. Parents are also able to use these concerns/complaints forms to submit, these can be found in the reception area. *Forms can be submitted anonymously within allocated box, however in this instance updates/findings will not be able to reported to original who raised the concern.*
* In house complaints will be handled by the setting manager, they will provide opportunity for further discussion and report to any relevant parties (internal and external) with findings as appropriate. As per the reporting structure, if the complaint or concern is in relation to the Manager it will be handled by the director. All complaints are retained within the allocated folder, locked in the office and is to be reviewed annually. Information will be shared with local authorities and/or OFSTED as required, this will be done in accordance with advised timescales as per their guidance.
* Individual who raised concern/complaint will be informed of findings and action taken following investigation if necessary.
* All policies are shared with parents at time of enrolment and staff during their induction. Policies are accessible at any point upon request and relevant policies shared with visitors as required.

**Documentation for reference:**

Section 3 Safeguarding and Welfare Requirements, Complaints 3.75 and 3.76.

INSERT REPORTING SYSTEM/HYERIACHY: NATASHA/DIRECTOR/LA ETC