

## COMPLAINTS POLICY

- If a verbal complaint is received, it is usually possible to resolve this through discussion. The record of complaints **must** be made available to Ofsted on request.
- An account of the findings of the investigation and the actions, if any, that have been taken or intended to be taken as a result of the investigation are to be shared with the parents. This must be done within 28 days from the date the complaint was made.
- It is sufficient for the Complaints Record to be shared with the parents. However, if they ask you to do so, or if it is thought appropriate, a separate letter should be sent to the parent who made the complaint, giving more detail.
- If there are any issues or concerns that the parents/carers may have regarding the childcare that the setting provides, then these should be addressed to the Management of the setting. If your concerns cannot be resolved between yourself and the settings Management and you still wish to make a complaint, you should contact Ofsted immediately.

Early Years  
Ofsted  
Piccadilly Gate  
Store Street  
Manchester  
M1 2WD

Complaints Tel: 0300 123 4666

Email: [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)

If Ducklings Pre-School are made aware that they are to be inspected by Ofsted we **must** notify parents/carers. After an inspection by Ofsted, Ducklings Pre-School **must** provide a copy of the report to parents/carers of children attending on a regular basis.

1 September 2022

EYFS Section 3.74

## COMPLAINTS PROCEDURE

- If there are any issues or concerns that the parents/carers may have regarding the childcare that the setting provides, then these should be addressed to the Management of the setting.
- If your concerns cannot be resolved between yourself and the settings Management and you still wish to make a complaint, you should contact Ofsted immediately.

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- Complaints received by Management of the setting are to be recorded on a Complaints Record.
- A copy of the Complaints Record, together with any findings, are to be shared with the parents within 28 days from the date the complaint was made.
- If asked to do so by the parent, or if it is thought appropriate, then a separate letter should be sent to the parent who made the complaint, giving more detail.

Complaints Record

Date of complaint:

\*Verbal Complaint  
(\*delete as necessary)

Written Complaint

Name of complainant:

Nature of complaint:

How was the complaint handled?:

Any action taken?:

Complaint satisfactorily resolved?:

Signed: .....  
(Ducklings Pre-School)

Date.....

Signed: .....  
(Complainant)

Date.....