

Complaints Policy

In accordance with the guidelines set out in the Early Years Foundation Stage, we shall ensure that we have time to discuss and record your child's development, behaviour and care on an ongoing basis this is done via the following ways:-

- Briefly in writing daily via your child's Daily Diary or Communication Booklet;
- Via your child's Learning Journal;
- Via a "Progress Check" at 2 and a "Transition Document" at 4 or;
- At Transition to another Registered setting;
- Briefly when you drop your child off and collect them each day;
- Via regular chats via email.

Beginning in a new setting can be a daunting experience for any child. We aim to work together in partnership with parents to make the experience a long and happy one. In order to achieve this it's important that we have as much information about your child and his/her family as possible. So communication is very important to us. When we enrol a new family into Grafton Childcare, we like to be sure that we can share openly any concerns or questions that may arise. We will of course contact you if we feel there are any aspects of your child's behaviour or development that we feel we need to discuss with you. We will respect your beliefs and culture and ensure that you are the most central person in your child's life. We understand that it is your right as a parent to pass comment on, or make a complaint about the service that we provide.

In the event of any concerns please do not hesitate to bring them to our attention; we cannot deal with your criticisms or problems unless you do so. Constructive criticism may be beneficial to the smooth running of Grafton Childcare. We positively welcome questions, feedback, or discussions of any kind that affect a positive outcome for your child. Sensitive issues will of course be discussed outside of regular hours either by phone or at a mutually convenient meeting where possible.

We aim to recognise that all children and young people have the right to express their needs and we will endeavour to meet these needs. We will aim to safeguard the welfare of every child and to create a friendly and caring setting to challenge unacceptable language, actions or beliefs which may be prejudicial or exclusive to others.

We aim to recognise the importance and needs of parents and families in the life of every child, to treat each child as an individual; recognising, valuing and encouraging their individuality and their potential.

We aim to respect differences; to help each child develop their self-respect and to respect others. We aim to avoid stereotyping; each child will be given opportunities to explore, understand and value differences and similarities. We aim to provide positive images; each child will be offered access to a range of resources that reflect a rich diversity of society.

We also aim to work in partnership with parents and with all others involved in the child's upbringing. We also provide a range of stimulating, fun and creative activities which are both age and ability appropriate and where applicable, in line with the Early Years Foundation Stage.

However should a parent's concerns not be resolved by discussion and our then taking appropriate and prompt action. You might wish to make a formal complaint to us; this must be made in writing.

We must be notified in writing or in an electronic form of any formal complaint that you might wish to make before we can carry out any formal investigation. If the written complaint relates to the Statutory Framework for the Early Years Foundation Stage, it is now mandatory for us to investigate the complaint, and to take any necessary action and inform parents of the outcome of our findings between 14 and 28 days of receiving a formal written complaint. We must also keep a record of such complaints and make them available for viewing by other parents for up to three years and interested parties taking care not to name any individuals. However a more detailed record of the complaint will be held in the child's file and copy given to the parent who made the complaint.

Should you wish to view our complaints file held on our premises at any time please feel free to ask. Where a parent complains directly to Ofsted, they will normally have all such complaints referred back to their childcare provider in the first instance, since it is now mandatory for the settings themselves to investigate all written complaints and keep a record of them for three years or until their next Ofsted inspection.

Some complaints, or aspects of complaints, are about matters that Ofsted do not investigate. They cannot act upon complaints about providers, which relate to private matters between the provider and the complaint, such as contractual or payment disputes and employment matters. In these cases Ofsted would refer you back to your childcare provider and advise you the matter in question is not one that Ofsted has any legal power to investigate. However should you wish to contact the Ofsted national address for complaints you are within your rights to do so.

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