

Complaints & Concerns Procedure – Jul 19

From time to time parents, and others with an interest in childcare, have concerns about the quality of childcare services. We sincerely hope that you will have no cause for complaint, but if you do, Ofsted recommends the following procedure in their document ‘Information for parents about Ofsted’s role in regulating childcare’ (Dec 16) *

Childcare providers must investigate any written complaint made to them that relates to the early years foundation stage or the requirements of the Childcare Register, keep a record of the complaints and share the results of any investigation with the parents who made the complaint.

What to do if you have a concern?

- **Please discuss your concerns with us, as most can be resolved by way of a frank and open discussion.**
- If you feel that your concern has or cannot be resolved by way of discussion, we ask that you make a formal complaint to us in writing or by email.

What will happen then?

- We are required, by law, to investigate the matter and inform you of the outcome and any action taken within 28 days of receipt of the written complaint. You can request confirmation & outcome by writing or email.
- We keep a record & copy of all complaints received for three years (or until at least our next OFSTED inspection and share them with OFSTED on request.)

What should you do if you are not satisfied or feel unable to discuss the matter with us?

- You can contact **OFSTED on 0300 123 4666** or in writing at: enquiries@ofsted.gov.uk
- Ofsted will not investigate complaints relating to private matters such as contractual/payment disputes or employment matters. If you have a problem that Ofsted is not able to investigate you may be able to get help from the Family Information Service or the Citizen’s Advice Bureau.

If you are concerned about immediate harm or possible harm to a child

- Phone Gloucestershire Safeguarding Children’s Board – Family Help Desk (Social Services) or the police immediately. Your local authority children’s services department must look into concerns about protecting children.
- You should also contact OFSTED if your concerns are about a registered provider or anyone connected with the registration of a provider.

* Source:

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/804511/information_for_parents_about_ofsted_role_in_regulating_childcare.pdf Date accessed: 22 Jul 19

Appendix 1: Important Contact Details

Setting Correspondence Address: Barrington Location:
3 Home Buildings, Great Barrington, Burford, OX18 4UR
Tel: 01451 844350

Guiting Power Location:
The Old School, Church Lane, Guiting Power, GL54 5TX
Tel: 01451 851742

E-mail: info@cotswoldmontessori.co.uk

Family Information Service: Tel: 0800 542 02 02
Tel: 01452 427362
familyinfo@gloucestershire.gov.uk

Citizen's Advice Bureau: Tel: 0808 800 0511

2-3 The Mews
Cricklade Street
Cirencester
Gloucestershire
GL7 1HY

Opening times: 10am – 3pm, Mon - Thu

By email through their website:

<https://www.citizensadvice-stroudandcotswold.org.uk/stroud-cab-contact-cotswold.php>

OFSTED complaints helpline: 0300 123 4666

OFSTED email: enquiries@ofsted.gov.uk

Police (Emergency) 999 or 112

Police (Non-emergency) 101

(All contact details checked & found correct 22 Jul 19)