



## Complaints Policy

At La Casita we strive to ensure that your child is looked after in a caring, comfortable and safe environment. We aim to work with parents to ensure that any problems are kept to a minimum.

However we understand that, on occasion, problems do occur. If there is any aspect of our service you are not happy with please bring it to our attention and we will make every effort to resolve the issue through frank and open discussion.

If any parent/carer should have cause for complaint they should take it up with the child's key worker. If the problem remains unresolved it should be escalated to the nursery manager, who will investigate the complaint and report back to the parent within three working days.

If there is a complaint relating to the Early Years Foundation Stage Statutory Guidance, then a 'Provider Complaints Record' form will be raised. These forms will be available to be viewed by parents/carers or Ofsted in the Nursery at any time. A form will be raised and made available within 28 days of the complaint being made. All records of complaints are kept for 3 years.

We will record the following information:

- The name of the person making the complaint.
- The Early Years Foundation Stage requirement(s) to which the complaint relates.
- The nature of the complaint.
- The date and time of the complaint.
- Any action taken in response to the complaint.
- The outcome of the complaint investigation (for example, ways the service has improved).
- Details of the information and findings that were given to the person making the complaint, including any action taken.

We do aim to resolve any problems or complaints within the nursery, however if the matter cannot be resolved then parents have the right to take the matter up with Ofsted:

National Business Unit  
OFSTED  
5th, 6th & 7th Floors  
Piccadilly Gate  
Store Street  
Manchester  
M1 2WD

Telephone: 0300 123 1231.

<http://www.ofsted.gov.uk/onlinecomplaints/>

Ofsted produces guidance on concerns and complaints about childminders and childcare providers.

This is available on <http://www.ofsted.gov.uk/resources/complaints-ofsted-about-schools-guidance-for-parents> and provides guidance on the complainant's right to contact Ofsted.