



MELISSA'S CHILDCARE

COMPLAINTS PROCEDURE

I am committed to working in close partnership with all parents and carers to meet the individual needs of their children. I strive to provide a high-quality service and hope you are happy with the care and environment I offer. However, I understand that from time to time, concerns may arise.

Informal Complaints

I encourage parents to raise any concerns or issues with me directly, as early as possible. I aim to resolve matters promptly through open and honest discussion. If you prefer to speak in private or away from your child, we can arrange a more convenient time to talk — for example, in the evening or at the weekend.

Formal Complaints

Should you wish to make a formal complaint, you may do so in writing. I am legally required to fully investigate all written complaints relating to my compliance with the requirements of the **Early Years Foundation Stage (EYFS)** or the **Childcare Register**, and to respond to the complainant within **28 days** of receiving the complaint.

Formal complaints will be thoroughly investigated, and a written response will be provided outlining the findings and any actions taken. This includes any complaints received directly or referred via **Ofsted**.

Referral to Ofsted or the Local Safeguarding Children Board (LSCB)

If the complaint relates to safeguarding concerns or a serious breach of statutory requirements, it may be referred to Ofsted and/or the **Local Safeguarding Children Board (LSCB)** for further investigation.

Records and Confidentiality

A written record of all formal complaints will be maintained for **three years**, as required by the Childcare Register. These records will be made available to Ofsted upon request. Confidentiality will be maintained throughout the process unless a referral to safeguarding authorities is required.

Contacting Ofsted

Parents and carers may contact Ofsted at any stage of the complaints process, or if they remain dissatisfied after a complaint has been addressed.

Ofsted Contact Details:

- **Telephone:** 0300 123 1231
- **Email:** enquiries@ofsted.gov.uk
- **Address:** Ofsted, Piccadilly Gate, Store Street, Manchester, M1 2WD

An Ofsted complaints poster is displayed on the premises for reference.

