

## Complaints Policy & Procedures

### Statement of intent

Making Memories believes that all children and parents/visitors are entitled to expect courtesy as well as prompt and careful attention to their needs or wishes. We encourage suggestions and feedback on how we can improve the setting and will give prompt and serious consideration and response to any concerns about the setting and how it is run. We will endeavour to resolve most concerns quickly and without resorting to formal proceedings. If this is not achievable then we will deal with the concerns in line with our complaint procedure.

To do this we will respond to all concerns raised against the setting and will endeavour to resolve them promptly and with consideration, reaching a satisfactory conclusion for all parties involved.

### Complaints Procedure

#### How to make a complaint

In person, if they feel comfortable talking about the issue  
Completing a complaint record form, or

Contact Ofsted directly:

Telephone no: 0300 123 4666,

Address: Piccadilly Gate, Store Street, Manchester, M1 2WD or email

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

The Ofsted parent's poster is displayed on the information board.

#### How we will handle a complaint

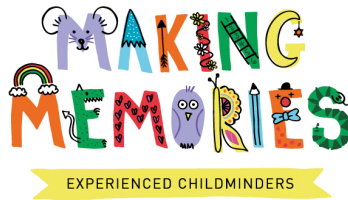
All complaints will be treated confidentially and, to comply with the requirements of the EYFS will be investigated within 28 days of receipt.

Where appropriate the response will be made either by phone call or email (if the parent has expressed a preference for communication by email)

If the matter cannot be resolved by these methods or it is not deemed appropriate then a meeting will be arranged where the complainant can meet to discuss their concerns.

If the concerns cannot be resolved at this meeting, then we may call upon external support such as our Early years advisor.

All complaints will be logged using the complaints record form.



A review of the actions that were taken, whether they have continued to be effective and whether there is a need for further action to be taken to ensure the issues do not reoccur.

The complainant is responsible for responding to any attempts that we make to resolve the complaint or concern.

Ofsted will be notified of any complaints relating to the requirements of the EYFS or the Childcare Register and any complaints relating to safeguarding might also be reported to C-SPA or LADO. Depending on the nature of the complaint, it will be investigated internally or passed to Ofsted and C-SPA/ LADO to investigate.

### **Contacting the Information Commissioners Office**

If your complaint is regarding a data breach, related to the General Data Protection Regulation (GDPR) I must report the breach within 72 hours and you have the right to complain: *if a data breach could result in discrimination, reputation damage, financial loss or loss of confidentiality occurs.*

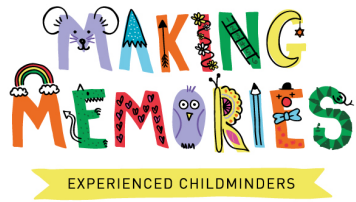
Parents can contact the Information Commissioners Office (ICO) for further information– <https://ico.org.uk/for-organisations/report-a-breach/>.

### **Retention requirements**

The EYFS requires us to keep a written record of the complaint to share with Ofsted; we might be required to share it with other agencies depending on the nature of the complaint.

The Childcare Register (relating to children over the age of 5 years) requires us to keep a written record of the complaint for 3 years, including details about the outcome of the investigation and any action taken.

To comply with GDPR, the Complaint Record and other documentation will be shredded (paper records) or securely deleted (online records) after the required retention period.



January 2025