



Get up and Go! (Gateshead) CIC
Ofsted Registration Number : EY486869
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Complaints Procedure

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Written by	Sharlene Parkin
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Introduction

Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2025): Safeguarding and Welfare Requirements: Complaints [3.98 – 3.99]* as well as legislation Equality and Human Rights Commission and United Nations Convention on the Rights of the Child (1992). To this end, we have developed a policy that informs parents the procedure to follow should they need to make a complaint about any aspect of our setting. This policy meets the Early Years Foundation Stage welfare and OFSTED requirements and the guidance for safeguarding and promoting children's welfare 'Providers must put in place a written procedure for dealing with concerns and complaints from parents and/or carers, and must keep a written record of any complaints, and their outcome. All providers must investigate written complaints relating to their fulfilment of the EYFS requirements and notify complainants of the outcome of the investigation within 28 days of having received the complaint. The record of complaints must be made available to Ofsted on request.'; 'Providers must make available to parents and/or carers details about how to contact Ofsted, if they believe the provider is not meeting the EYFS requirements. If providers become aware that they are to be inspected by Ofsted they must notify parents and/or carers. After an inspection by Ofsted providers must supply a copy of the report to parents and/or carers of children attending on a regular basis.'"

As a registered childcare provider we aim to work in close partnership with all parents to meet the needs of their children. Maintaining good communication between both parties will aid this. We expect that parents will immediately bring to our attention any aspect of our service they are not happy with so that every effort can be made to resolve the matter. Parents can make a complaint to a member of staff verbally, or in writing.

Policy

It is a condition of our registration to investigate all written complaints relating to the requirements of the Early Years Foundation Stage and we will notify the complainant of the outcome within 28 days of the receipt of the complaint.

We aim to offer an excellent standard of care to all children. We will follow the guidelines as stipulated in our training with regards to the care and wellbeing of all children. Get up and Go! is registered as a childcare setting on the Early Years Register, compulsory part of the Childcare

Register, and the voluntary part of the childcare Register and will adhere to the requirements imposed by Ofsted:

We will follow the guidance of the Early Years Foundation Stage and will provide a safe and engaging environment for all children to develop and achieve their potential. We will provide a variety of activities that are age appropriate and take the individual child's interests into account. We will promote equal opportunities and offer a diverse range of activities and experiences to encourage the rounded development of each individual.

If any parent or carer feels that we are not providing their child with the appropriate care as set out above we would welcome feedback and will endeavour to change the care we give to incorporate any developments deemed necessary. We regularly provide parents with a review form that gives each parent/carer the opportunity to review the care we have given and offer ideas for change as they feel appropriate. A review form is also available on request. We will aim to act upon any advice given, and will keep the review forms for inspection by Ofsted.

Procedure

If we do receive a formal written complaint, we will inform OFSTED within 14 days that a complaint has been made. We will investigate all complaints and notify the complainant of the outcomes of the investigation within 28 days. We will keep a written record of all complaints and their outcome for at least three years. Confidentiality will be maintained but, as required, we will provide OFSTED, on request, with a written record of all complaints within a specified period and the action taken as a result of each complaint.

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.

Stage one

Complaints about aspects of Club activity:

- The manager will discuss the matter informally with the parent or carer concerned and aim to reach a satisfactory resolution.

Complaints about an individual staff member:

- If appropriate the parent will be encouraged to discuss the matter with staff concerned.
- If the parent feels that this is not appropriate, the matter will be discussed with the manager, who will then discuss the complaint with the staff member and try to reach a satisfactory resolution.

Stage two

If it is impossible to reach a satisfactory resolution to the complaint through informal discussion, the parent or carer should put their complaint in writing to the manager. The manager will:

- Acknowledge receipt of the letter within 7 days.
- Investigate the matter and including how it relates to our fulfilment of our statutory duties under EYFS and notify the complainant of the outcome within 28 days of receipt of the written complaint.
- Send a full response in writing, to all relevant parties, including details of any recommended changes to be made to the Club's practices or policies as a result of the complaint, if applicable.
- Meet relevant parties to discuss the Club's response to the complaint, either together or on an individual basis.

If child protection or wider safeguarding issues are raised, the manager will refer the situation to the Club's Designated Safeguarding Lead, who will then contact the Local Authority Designated Officer (LADO) and follow the procedures of the **Safeguarding Policy**. If a criminal act may have been committed, the manager will contact the police.

Making a complaint to Ofsted

If the complaint cannot be resolved or if the complaint is of a serious nature and you feel you cannot discuss it with us please contact OFSTED on 0300 123 1231.

OFSTED produces guidance on concerns and complaints about childcare providers. This is available on the OFSTED website (www.ofsted.gov.uk) and provides guidance on the complainant's right to contact OFSTED.

This policy supports the following requirements and standards:

Meeting the Early Years Foundation Stage welfare requirements and Safeguarding and promoting children's welfare.

The provider must take necessary steps to safeguard and promote the welfare of children.

Providers must engage with, and provide the following information for, parents:

- The complaints procedure (copies to be available on request)
- Details for contacting OFSTED and an explanation that parents can make a complaint to OFSTED should they wish.

If any parent/carers feels that a formal complaint is required, they should contact OFSTED:

POST: The National Business Unit, Ofsted, Piccadilly Gate, Store Street, Manchester M1 2WD

TELEPHONE: 0300 123 1231

EMAIL: enquiries@ofsted.gov.uk

Conclusion

Should a parent have any cause for concern with any aspect of our care of their child, we invite them to discuss it with us and we will endeavour to rectify the problem with immediate effect. If however the concern is of a serious nature or the parent does not feel able to discuss them with us then they should contact OFSTED.

Signed _____
Date _____

(Director and registered person)

Signed _____
Date _____

(Director and registered person)

Complaint procedure process (to be attached to letter of complaint)

Name of complainant	
The Early Years Foundation Stage requirement(s) to which the complaint relates	
The date and time of the complaint	
Action taken in response to the complaint	
The outcome of the complaint investigation	
Details of the information and findings	

that were given to the person making the complaint, including any action taken	
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	Date	Notes
Complaint letter received		
Acknowledgment letter sent		
OFSTED informed		
Plan of action determined		
Response letter sent		
Letter of agreement received		