

Complaints Policy

Policy Statement

At Mana Childcare, we are committed to providing a safe, caring and high-quality environment for every child and their family. We value feedback and recognise that concerns and complaints provide an opportunity to improve our service. We aim to resolve any concerns quickly, fairly and respectfully.

Parents and carers are encouraged to discuss any concerns with us as soon as they arise so that they can be addressed promptly.

How to Raise a Concern or Complaint

If you have a concern about any aspect of the childcare provided, please speak to the Manager/Registered Person in the first instance.

**Manager: Ria Machin
Setting: Mana Childcare
Telephone: 07828061361
Email: riamachin@manachildcare.co.uk**

We will:

- **Listen carefully to your concern.**
 - **Investigate the matter fairly and confidentially.**
 - **Keep you informed throughout the process.**
 - **Aim to resolve concerns promptly and amicably.**
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Formal Complaints Procedure

If the concern cannot be resolved informally, a formal complaint may be made either verbally or in writing.

Mana Childcare will:

- **Acknowledge the complaint within 3 working days.**
 - **Investigate thoroughly and impartially.**
 - **Provide a written response outlining the findings and any actions taken within 28 days, in accordance with EYFS requirements.**
 - **Keep a written record of complaints relating to the EYFS and their outcome for at least three years, making them available to Ofsted on request.**
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Complaints to Ofsted

Parents and carers have the right to contact Ofsted if they are dissatisfied with the outcome of our complaints procedure or believe there has been a breach of the Early Years Foundation Stage (EYFS) requirements. Ofsted expects parents to raise concerns with the provider first where appropriate but accepts complaints about registered childcare providers.

Ofsted Contact Details

- Telephone: 0300 123 1231
- Online: Contact Ofsted

Mana Childcare Ofsted Registration Number: 2756854

Safeguarding Complaints

If a complaint relates to the safety or welfare of a child, it will be treated as a safeguarding concern and managed in accordance with Mana Childcare's Safeguarding and Child Protection Policy.

Where appropriate, we will refer concerns to Children's Social Care, the Police and/or other relevant agencies without delay.

Allegations Against Staff

If an allegation is made against the registered provider, manager, employee, volunteer or any adult working with children that they have:

- behaved in a way that has harmed, or may have harmed, a child;
- possibly committed a criminal offence against or related to a child;
- behaved towards a child or children in a way that indicates they may pose a risk of harm; or
- behaved in a way that indicates they may not be suitable to work with children,

Mana Childcare has a statutory duty to report the allegation immediately to the North Yorkshire Local Authority Designated Officer (LADO) and follow their advice before undertaking any internal investigation. Referrals should be made within one working day where the threshold is met.

North Yorkshire LADO

- Telephone: 01609 798005
- Secure email: lado@northyorks.gov.uk

Where a child is believed to be at immediate risk of harm, we will contact the Police on 999 and Children's Social Care immediately.

Confidentiality

All complaints will be handled confidentially wherever possible. Information will only be shared with those who need to know in order to investigate the complaint or fulfil our legal safeguarding responsibilities.

Record Keeping

Mana Childcare will maintain a written record of:

- All complaints.
- The outcome of investigations.
- Any action taken.
- The date the complaint was resolved.

These records will be retained in line with statutory requirements.