



Complaints Policy

Happycrew Childcare Ltd (HC) aims to work in close partnership with all parents/carers, to meet the needs of the children. We hope parents/carers are happy with the service that we provide, but we appreciate there may be times when they feel that we are not offering the service that both parents/carers and children require. We hope they will feel able to discuss any concerns or issues with us directly. We will make every effort to resolve any issues and if parents/carers would rather not talk in front of a child(ren) then we can arrange a more convenient time, for example in the evening or at the weekend. If parents/carers would prefer, they can put a complaint formally in writing or by email to happycrewchildcare@gmail.com.

HC have a mandatory duty to investigate all complaints relating to the Early Years Foundation Stage (EYFS) Welfare Requirements. Complaints will be treated sensitively. Under the requirements of the Early Years Register and the Childcare Register, parents/carers will be notified of the outcome and receive a copy of any written records regarding the complaint within 28 days.

The following will be recorded:

- Name of person making the complaint.
- Nature of the complaint.
- Date and time of the complaint.
- 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 (which should have been provided to them within 28 days), including any action taken.
- HC will also keep a summary of the complaint, to provide on request to any parents/carers of a child within our care. This summary will not include the name of the person making the complaint. Records will be kept for 3 years.

If parents/carers feel unable to talk to us or that after talking the matter remains unresolved, then for impartial advice they can talk in confidence to The Early Years Team on 0208 464 9037

If parents/carers wish to make a formal complaint, they can contact the Ofsted Complaints and Investigation Unit on 0300 123 1231.

Our registration number is 269189.

If parents/carers wish to make a complaint regarding a data breach or if you think HC are not processing data appropriately they can contact the Information Commissioners Office [ICO](#)