



The Play Den

19 Safeguarding and Welfare Requirements

COMPLAINTS POLICY

In the event of cause of concerns or complaints, we request you speak to Kate Adams or Marie Giddings to see if this can be resolved.

This can be via e-mail:

kateadams@theplayden.co.uk or info@theplayden.co.uk

Or by letter to: The Play Den, 17B Headlands Trading Estate, Swindon SN2 7JQ

In the event you wish to make a formal complaint, you must do so in writing. If there are allegations that the setting is not meeting EYFS requirements, you may notify Ofsted on 0300 123 1231. The setting will have 28 days to investigate the complaint and notify you of the outcome.

Any complaint made and the result of actions taken will be recorded. These details may be viewed by Ofsted. These records will be kept for 3 years.

(Safeguarding and Welfare 3)

In the event you wish to report a serious incident or allegation/concern relating to a member of staff or manager at the setting, will seek the advice of the Local Authority Early Years Consultants and/or LADO.

If your complaint relates to an allegation related to harm or abuse committed by a member of staff (regardless of whether this was committed

on the premises or not) we will notify Ofsted as soon as is possible and within 14 days. We will notify you of any pre-arranged Ofsted Inspections and provide you with a copy of the report. **(Safeguarding and Welfare 3)**

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