All parent/carer policies and procedures should be available to share with them so that they can make an informed decision about their childcare arrangements.

It is good practice to ensure these documents are available in a typed format, and include a version date/number and review date.

A complaints policy must be submitted with other documentation to offer Early Education as part of the Local Authority Funding Agreement. A provider may choose to combine policies for Early Education to reduce the admin burden, and therefore we expect the requirements to be stated in at least one policy which is written for and shared with families.

A complaints policy as a minimum should include details on how a complaint or concern will be dealt with, the stages of the process, timescale, how it will be addressed, how it will be recorded and to whom the complaint can be addressed.

It is recommended that a section is included -

* when there is a concern about how personal information is handled, if it is wrong, lost or shared without consent. Further guidance can be found here <https://ico.org.uk/your-data-matters/raising-concerns/>
* about the use of social media and how families can address their concerns

If parents/carers have a concern about what they have heard or seen in your setting, then this should be raised with yourselves in the first instance. If you cannot resolve the matter in this way, or there are **safeguarding concerns**, then **Ofsted must be contacted on 0300 123 4666**

Issues about the way in which the funding entitlement is offered should also be addressed to you initially. The Local Authority **will** intervene where the complaint refers to Early Education and the funding entitlement offer is not compliant with legislation, other published statutory guidance and government advice.

The Local Authority will **not** intervene where parents choose to purchase additional hours of provision or additional services providing that this does not affect the parent’s ability to take up their child’s funded place.

Example: Stages of a Complaints Procedure

|  |  |  |  |
| --- | --- | --- | --- |
| Safeguarding Issue | STAGE 1  Minor Complaint | STAGE 2  Greater Concern | STAGE 3  Not  Resolved |
| Refer to Ofsted  **🕿 0300 123 4666** | Informal:  Concern to be addressed by Key Worker or Room Leader | Formal:  Concern to be put in writing to Manager/Owner   * Evidence Required * Response Time * Action * Record | Inform Ofsted  Inform the Local Authority  *(if related to the Early Education funding entitlement)* |

**Local Authority Funding Agreement**

When opting to offer Early Education to families in Norfolk, it will be necessary to have a Local Authority Funding Agreement in place. Additional documentation is also required as part of this agreement which includes a Complaints Procedure.

To meet the terms of the agreement the following must be included in your policy.

|  |  |  |
| --- | --- | --- |
| **Agreement Requirement** | | **Suggested Wording**  (please insert detail where the text is highlighted red) |
| **[2.65]** | The provider should ensure they have a complaints procedure in place that is published and accessible for parents who are not satisfied their child has received their free entitlement in the correct way, as set out in this agreement and in Early Education and Childcare Statutory guidance for local authorities. | Our Complaints Policy is issued to all families as part of the registration process.  It is also available xxxxx.  Where parents/carers are not satisfied that their child is receiving the free entitlement in the correct way (as set out in this funding agreement and in Early Education and Childcare Statutory guidance for local authorities), a complaint can be submitted directly to the manager. |