

Complaints Procedure

At Time Childcare, we aim to work in close partnership with parents and carers to provide a high-quality childcare service for every child. If, at any time, we fall short of this standard, we welcome feedback so that we can review and improve our practice.

Our Complaints Policy is displayed within the setting at all times. Records of all complaints are retained for a period of 10 years. A summary of complaints is available to parents and carers upon request.

Where parents/carers feel that their child is not receiving their funded free entitlement correctly (as outlined in the relevant funding agreement and the *Early Education and Childcare Statutory Guidance for Local Authorities*), a complaint may be submitted directly to the Manager, Stella Presland.

The Manager is generally responsible for managing complaints, and the following procedure will be followed.

Complaints Procedure

The Manager or a Lead Practitioner will investigate the matter. All complaints relating to staff members will be recorded in both the incident log and the complaints log.

Stage One – Informal Resolution

We aim to resolve concerns quickly and informally wherever possible.

Complaints about aspects of our provision:

- The Manager will discuss the concern directly with the parent or carer and seek to reach a satisfactory resolution.

Complaints about an individual staff member:

- Where appropriate, the parent/carers will be encouraged to raise the matter directly with the staff member concerned.
- If this is not appropriate, the concern should be raised with the Manager, who will discuss the complaint with the staff member involved and aim to reach a satisfactory resolution.

Stage Two – Formal Complaint

If a satisfactory resolution cannot be reached through informal discussion, the parent or carer should submit their complaint in writing to either:

- The Manager, or
- The Chair of Trustees, Danielle Raja

Upon receipt of a formal complaint, the Manager or Chair (as appropriate) will:

- Acknowledge receipt of the complaint within 7 days.
- Investigate the matter and respond within 28 days.
- Provide a full written response to all relevant parties, including details of any recommended changes to policies, procedures, or practice arising from the complaint.
- Offer to meet with the relevant parties to discuss the outcome, either jointly or individually.

Safeguarding and Serious Concerns

If a complaint raises child protection concerns, the Safeguarding Lead Practitioners and/or Trustees will contact the Local Authority Designated Officer (LADO) and follow the procedures set out in our Safeguarding Children Policy.

If there is reason to believe a criminal offence may have been committed, the Manager will contact the police.

If the complaint concerns the Manager, the Registered Person (the Trustees) will follow the same procedure as outlined above.

Parents/carers may contact the Trustees directly via email at trustees@timechildcare.org.uk. Alternatively, they may raise the complaint with another senior member of staff, who will obtain contact details and forward the complaint to the Trustees to arrange further discussion.

Contact Details

Manager

manager@timechildcare.org.uk

07587 154 725

Preschool Lead Practitioner

preschoolleadpractitioner@timechildcare.org.uk

07776 449712

Xtratime Lead Practitioner

laurenm@timechildcare.org.uk
07747 528210

Trustees

trustees@timechildcare.org.uk

Admin

admin@timechildcare.org.uk

Making a Complaint to Ofsted

Parents and carers have the right to contact Ofsted at any time regarding concerns about our setting. Ofsted will consider and investigate all complaints.

Ofsted Contact Details:

General enquiries: 0300 123 1231

Compliance, Investigation and Enforcement Line: 0300 123 4666

Further information can be found at:

[Complaints procedure - Ofsted - GOV.UK](#)

Our Ofsted complaints poster, including a QR code, is displayed within the setting.

Our Complaints Procedure is displayed on the premises and is provided to all families during registration. It is also available via Tapestry.

Time Childcare

The Village Hall

The Street

Poringland

Norwich

NR14 7RE

Ofsted Registration Number: EY490883

Charity Commission Registration Number: 1161477

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