

## Complaints procedures

### Early education providers' and schools' complaints procedures

11.67 The Early Years Foundation Stage (EYFS) Statutory Framework requires all registered childcare providers to have a complaints procedure.

11.68 For childcare provision registered with Ofsted concerns should be raised directly with the manager or provider in the first instance. For complaints in writing the nursery provider **must** respond within 28 days. Where the childcare provision is run by a school, the school's complaints procedure should be used.

### Complaints to Ofsted

11.76 Ofsted can consider complaints from parents and others about early years providers and schools, but only where the complaint is about the early years provision or the school as a whole rather than in relation to individual children, and where the parent or other complainant has tried to resolve the complaint through the early years provider's or school's own complaints procedure.

11.77 Further information about complaints to Ofsted about early years or childcare provision can be found at Ofsted's website – a link is given in the References section under Chapter 11.