

# FIS factsheet

## What do I do if I am unhappy with the childcare my child is getting?

### Step 1

If you feel that the childcare your child is receiving is not what you expect, please speak to your childcare provider straight away. If you speak to them at an early stage it is generally easier to sort out problems or misunderstandings. You may

like to say something like 'I really appreciate the care you give (your child's name) but I would like to understand why...' Childcare providers want to encourage you to discuss problems with them and will always do their best to help.

### Step 2

If you are still concerned then put your concerns in writing by letter or email and keep a copy. Make sure you date your letter. You may like to start with something like 'Following our chat last week about... I am still concerned and I would like to know what you are going to do to... e.g. stop this happening again?'

The law requires all childcare providers to keep you well informed and take prompt and appropriate action if you have concerns. All day-care providers must have a written complaints procedure for you to follow. Once you have put your concerns in writing you should have a reply within 28 days of them receiving the complaint. The nursery management should tell you about any action they have taken or intend to take. You

can request confirmation in writing or by email. Childminders and day-care providers are also required to keep a record of all complaints and share appropriate information from that record with parents on request.

Common causes for concern are over conditions in the childcare contract so please read your contract carefully e.g. payments, pick-up times. Further information about Contracts is available in our Fact sheet 'What do I need to know about Childcare contract?' The Office for Standards in Education (Ofsted) do not deal with contractual or payment issues. If you need further advice about contract disputes contact your local Citizen's Advice Bureau see your telephone directory or log on to [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)

**Warwickshire Family Information Service: 0845 090 8044 or 01926 742274**

**Ofsted complaints: 08456 404040**

## Step 3

### Concern about Childcare Registration

If your concern is about the registration of the childcare provider then Ofsted will look into this, but if you have not made a formal complaint to the provider before contacting Ofsted, you will be asked to do so unless you have a good reason not to.

For further information on complaints to Ofsted, either call Ofsted on **08456 404040** or contact the Family Information Service and ask for the Ofsted booklet 'Concerns and Complaints about Childcare Providers' Ref No 080120, published May 2009. You can also find this on the Ofsted website **[www.ofsted.gov.uk/publications](http://www.ofsted.gov.uk/publications)**.

## Important: Child Protection Concern

If you think that your child or another child may be at risk of abuse or neglect, or is suffering or likely to suffer significant harm to his or her development in a childcare setting within Warwickshire, you should report your concerns immediately.

Contact either the Warwickshire County Council Child Protection Team on 01926 410410 or contact your local office on the number listed below and make it clear that you are making a Child Protection Referral. Please ensure that you have all relevant information to hand to help the Child Protection Team conduct their investigations.

<b>North Warwickshire Children and Family Services Team</b>	Arden Hill, 55 South Street Atherstone, CV9 1DZ	☎ 01827 711101
<b>Nuneaton Children's Team</b>	Warwick House, Wheat Street, Nuneaton CV11 4AJ	☎ 024 7635 1234
<b>Bedworth Children's Team</b>	Beada House, Newtown Road Bedworth, CV12 8QB	☎ 024 7664 3838
<b>Rugby Children and Family Services</b>	Oakfield Park, 32 Bilton Road Rugby, CV22 7AL	☎ 01788 570011
<b>Warwick District Children's Assessment Team</b>	Holly Walk House, 56-58 Holly Walk Leamington Spa, CV32 4JE	☎ 01926 334111
<b>Stratford and Alcester Children's Team</b>	8 Rother Street, Stratford-upon-Avon CV37 6LU	☎ 01789 269391
<b>Southam and Shipston Children's Team</b>	District Council Offices, The Grange Coventry Road, Southam, CV47 1QB	☎ 01926 813110