

How to raise an issue regarding childcare

Step 1 – Speak to your provider

In the first instance, any concerns or issues need to be raised with your childcare provider in line with their complaints policy. You may be able to do this verbally in the first instance, or it may need to be in writing.

Step 2 – Check the agreement between you and your provider

If you haven't got one or can't find it, request a copy of your parent/provider agreement (also referred to as your contract) and read through it to see if what you want to raise is addressed in the document for example, the cost of meals, additional hours, notice periods and any other additional charges.

If the issue is not immediately resolved or your particular issue is not set out in the terms of the agreement/contract, speak to your childcare provider again to seek an amicable solution.

Step 3 – If your concern is not resolved and is around charges and early years funded places, contact the Families Information Service

You can contact Bolton Families Information Service by emailing families@bolton.gov.uk or telephoning 01204 332170.

Please be mindful not to include personal details in your initial email. Make sure that you have a copy of your parent/provider agreement, which will be requested via secure email along with further details of your issue and your contact details.

On receipt of all of the details, your issue will be raised with the relevant department within the Council, for example the early years finance team, who will look into the issue within 10 working days. We may contact you for further information and to keep you informed.

If your concern is around the quality of childcare or you have a safeguarding concern, contact Ofsted directly.

If you are not happy with the outcome of your issue or complaint, you can contact the government Office for Standards in Education, Children's Services and Skills (Ofsted) directly by emailing enquiries@ofsted.gov.uk or telephoning 0300 123 4666.

If you complain to Ofsted, they will review the information you provide and decide what to do. They may conduct an immediate inspection, ask the provider to take action or work with other agencies to look at any issues. They will not contact you to let you know the outcome.

For more details on Ofsted's complaints procedure, visit [Complaints procedure - Ofsted - Gov.uk](#). You can find out more about what Ofsted do in ['Information for parents about Ofsted's role in regulating childcare'](#).

