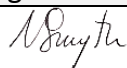


This policy will be reviewed in full by the Senior Leadership Team on an annual basis.

Date the policy was last reviewed and agreed	Senior Manager		Manager	
	Name	Signature	Name	Signature
January 2026	Natasha Smyth			

This policy is due for review up to 12 months from the above date

Dealing with Concerns and Complaints Policy

Legal Basis: Related Sub Section in The Statutory Framework for The Early Years Foundation Stage (March 2021)

Complaints

3.98 Providers must put in place a written procedure for dealing with concerns and complaints from parents and/or carers, and must keep a written record of any complaints, and their outcome. All providers must:

- Investigate written complaints relating to how they are fulfilling the EYFS requirements.
- Notify the person who made the complaint of the outcome of the investigation within 28 days of having received the complaint.
- Make a record of complaints available to Ofsted, or the CMA with which a provider of CoDP is registered, on request.

3.99 Providers must make available to parents and/or carers the details about how to contact Ofsted, or the CMA with which a provider of CoDP is registered, if they believe the provider is not meeting the EYFS requirements.

1 INTRODUCTION

Our pre-school is committed to providing a safe, stimulating, consistent, and accessible service to children and all parents/carers. We always aim to provide high quality services for everyone and we believe that children and parents are entitled to expect courtesy and prompt attention to their needs and wishes. We welcome suggestions on how to improve our setting and will give prompt and serious attention to any concerns about the running of the setting. We anticipate that most concerns will be resolved quickly with an informal approach to the appropriate member of staff. If this does not achieve the desired result, we have a set of procedures for dealing with concerns. We aim to bring all concerns about the running of our setting to a satisfactory conclusion for all of the parties involved.

This policy constitutes the pre-school's formal complaints procedure and is available on our premises at all times.

Under normal circumstances, the manager will be responsible for managing any complaints made, unless the complaint is made against the manager and then the deputy manager will conduct an investigation. All complaints made to staff will be recorded in detail on the relevant form.

2 PROCEDURE

Pre-school is required to keep a written record 'summary log' of any and all complaints that reach stage two or beyond, and their outcome. This is to be made available to parents as well as to Ofsted inspectors on request.

3 MAKING A COMPLAINT

Stage 1

Any parent who has a concern about an aspect of the setting's provision, in the first instance should talk over their concerns with the relevant staff member. However, if deemed appropriate the manager or deputy manager should be approached to resolve the problem.

The preschool is committed to open and regular dialogue with parents/carers and the preschool welcomes all comments on its services, regardless of whether they are positive or negative.

Most complaints should be resolved amicably and informally at this stage. If a satisfactory resolution cannot be found or if the problem recurs then the parent can move the complaint to stage 2.

Stage 2

The parent must put their concerns or complaint in writing to the setting's manager. Details of relevant names, dates, evidence and any other important information on the nature of the complaint should be included. This could be emailed or on our complaints form (Appendix 1)

The preschool will acknowledge receipt of the complaint as soon as possible, within three working days at least, and fully investigate the matter. If there is any delay, the preschool will advise the parents/carers of this and offer an explanation. The senior manager will be responsible for sending them a full and formal response to the complaint.

If the managers have good reason to believe that the situation has child protection implications, then the Children's Services will be contacted in accordance with our Safeguarding Children and Child Protection policy. If any party involved in the complaint has good reason to believe that a criminal offence has been committed then the police will be contacted.

The setting records written complaints from parents in the child's personal file. However, if the complaint involves a detailed investigation, the senior manager may wish to record all information relating to the investigation in a separate file designated for this complaint.

When the investigation into the complaint is completed, the manager will meet with the parent to discuss the outcome.

Parents must be informed of the outcome of the investigation within 28 days of making the complaint. This formal response will include details of any actions taken, or to be taken, and any amendments to the pre-schools policies or procedures as a result of the investigation. This response will be sent to the parents/carers concerned and all relevant and appropriate staff.

The senior manager or manager will arrange a time to meet the parents/carers concerned and any other relevant individuals, such as members of staff, to discuss the complaint and the preschool's response to it. The senior manager will judge if it is best for all parties to meet together or if individual meetings are more appropriate.

When the complaint is resolved at this stage, the summarised points are logged in the Complaints Summary Record.

Stage 3

If the parent is not satisfied with the outcome of the investigation, they can request another meeting with the senior manager. The parent may have a friend or partner present if required and the senior manager should be supported by the manager and deputy manager.

An agreed written record of the discussion is made as well as any decision or action to take as a result. All of the parties present at the meeting should sign the record and receive a copy of it.

This signed record signifies that the procedure has concluded. The complaint is resolved at this stage, the summarised points are logged in the Complaints Summary Record.

4 OFSTED & LOCAL SAFEGUARDING CHILDREN BOARD

The role of the Office for Standards in Education, Children's Services and Skills (Ofsted) and the Local Safeguarding Children Board

Parents may approach Ofsted directly at any stage of this complaints procedure. In addition, where there seems to be a possible breach of the setting's registration requirements, it is essential to involve Ofsted as the registering and inspection body with a duty to ensure the Welfare Requirements of the Early Years Foundation Stage are adhered to.

The number to call Ofsted with regard to a complaint is:

0300 123 1231

These details are displayed on our settings notice board.

If a child appears to be at risk, our setting follows the procedures of the Local Safeguarding Children Board in our local authority.

In these cases, both the parent and setting are informed and the setting's managers work with Ofsted or the Local Safeguarding Children Board to ensure a proper investigation of the complaint, followed by appropriate action.

5 RECORDS

A record of complaints against our setting, the children, or the adults working in our setting is kept, including the date, the circumstances of the complaint and how the complaint was managed. The outcome of all complaints are recorded in the Summary Complaints Record which is available for parents and Ofsted inspectors on request.

STAFF DECLARATION

I agree that I have read and understood the information set out in this policy, and will abide by it.

I understand that if I have any questions about this policy, I will raise them with my manager prior to signing my agreement below.

Staff Name	Staff Signature	Date

Preschool Formal Complaint Form (Stage 2)

Parent Name	Child Name
Date of complaint subject	Child Date of Birth
Date of Stage 1 Informal Discussion	Staff member(s) the complaint was discussed with at Stage 1
Details of Complaint. Please provide as much information as possible to enable us to properly investigate the complaint. Include dates, times, names, your concerns, how it was dealt with at Stage 1, why you felt this was unsatisfactory etc.	
Parent Signature	Date form was completed

OFFICE USE	
Staff member receiving this form	Date received
Confirmation of receipt sent to parent	Last date to respond to parent (28 days from above date)
Summary of discussion with parent	
Outcome	