



## Concerns and Complaints Policy

**Date: November 2025**

**Review: November 2027**

### Policy intention

This policy is in place so that any concerns and complaints are taken seriously and documented, and so that we can continue to reflect on our practice and make changes to our provision as needed. We aim to conclude all concerns about our setting satisfactorily for all parties involved.

Parents/carers should feel comfortable in raising a concern or complaint and must be confident that they will be dealt with fairly and efficiently. We anticipate that most concerns will be resolved quickly via an informal approach to the appropriate member of staff. We have a duty to resolve issues and take any action, as appropriate, to alleviate further concerns.

This policy outlines the procedure to follow and details what to do at each stage of the process.

We have an open and transparent approach, keep records, and are committed to handling information sensitively, placing a high importance on equality and diversity for all those directly or indirectly involved.

### Procedure

- Parents/carers are made aware of the process of raising a written concern or complaint and provided with support, if required, to do so.
- We keep a written record of any complaints including dates, actions taken and outcomes.
- We investigate written complaints relating to their fulfilment of the EYFS requirements and notify complainants of the outcome of the investigation within 28 days of having received the complaint.
- We keep a record of complaints available to Ofsted on request.
- We provide parents/carers with details about how to contact Ofsted as appropriate (also found in our [Parent Partnerships Policy](#)), if they believe our setting is not meeting the EYFS requirements.
- When we become aware that our setting will be inspected by Ofsted, we notify parents/carers.
- After an inspection by Ofsted, we supply a copy of the report to parents/carers of children attending on a regular basis.

### Making a complaint

#### Stage 1

- Any parent who has a concern about an aspect of the setting's provision talks over, first of all, his/her concerns with their child's Key Worker.
- Most complaints should be resolved amicably and informally at this stage.

#### Stage 2

- If this does not have a satisfactory outcome, or if the problem recurs, the parent moves to this stage of the procedure by putting the concerns or complaint in writing to The Deputy Manager.
- For parents who are not comfortable with making written complaints, we will provide a template for them to complete. The form may be completed with the person in charge and signed by the parent.

- The setting stores written complaints from parents in the child's personal file. However, if the complaint involves a detailed investigation, The Deputy Manager may wish to store all information relating to the investigation in a separate file designated for this complaint.
- When the investigation into the complaint is completed, a meeting is conducted with the parent to discuss the outcome.
- Parents must be informed of the outcome of the investigation within 28 days of making the complaint.
- When the complaint is resolved at this stage, the summative points are logged in the Complaints Summary Record.

### **Stage 3**

- If the parent is not satisfied with the outcome of the investigation, he or she requests a meeting with The Manager or Director. The parent should have a friend or partner present if required and The Manager or Director should have the support of another Senior Leader present.
- 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 sign the record and receive a copy of it.
- This signed record signifies that the procedure has concluded. When the complaint is resolved at this stage, the summative points are logged in the Complaints Summary Record.

### **Stage 4**

- If at the stage three meeting the parent and setting cannot reach agreement, an external mediator is invited to help to settle the complaint. This person should be acceptable to both parties, listen to both sides and offer advice. A mediator has no legal powers but can help to define the problem, review the action so far and suggest further ways in which it might be resolved.
- Staff or volunteers within the Pacey Professional Association for Childcare and Early Years are appropriate persons to be invited to act as mediators.
- The mediator keeps all discussions confidential. S/he can hold separate meetings with the setting (Manager and/or Director) and the parent, if this is decided to be helpful. The mediator keeps an agreed written record of any meetings that are held and of any advice s/he gives.

### **Stage 5**

- When the mediator has concluded her/his investigations, a final meeting between the parent and The Manager/Director is held. The purpose of this meeting is to reach a decision on the action to be taken to deal with the complaint. The mediator's advice is used to reach this conclusion. The mediator is present at the meeting if all parties think this will help a decision to be reached.
- A record of this meeting, including the decision on the action to be taken, is made. Everyone present at the meeting signs the record and receives a copy of it. This signed record signifies that the procedure has concluded.

### **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 4666
- 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 Manager/Director works with Ofsted or the Local Safeguarding Children Board to ensure a proper investigation of the complaint, followed by appropriate action.

## **Records**

- A record of complaints against our setting and/or the children and/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 is recorded in the Summary Complaints Record, which is available for parents and Ofsted inspectors on request.

## **Other useful policies:**

- Parent Partnerships Policy
- Safeguarding Policy
- Child Protection