



Complaints Procedure

Statement of intent

At Playhouse Pre-School, we believe that children, parents/carers, staff and other service users are entitled to expect courtesy, respect and prompt attention to their needs and concerns.

We welcome suggestions and feedback about how we can improve our setting and will give prompt and serious attention to any concerns about the care, education or management of the setting.

We aim to resolve concerns quickly and informally wherever possible. Most concerns can be resolved by speaking to the appropriate member of staff. However, parents/carers and other service users have the right to make a formal complaint if they remain dissatisfied.

We aim to deal with all complaints fairly, consistently and confidentially and to bring concerns to a satisfactory conclusion wherever possible.

Our complaints procedure reflects the requirements of the current Early Years Foundation Stage (EYFS) statutory framework.

Complaints procedure for parents and service users

Parents/carers are encouraged to raise concerns as soon as possible so that they can be addressed promptly.

Informal concerns

- If a parent/carer is unhappy about any aspect of their child's care, learning or experience at Playhouse Pre-School, they should, where appropriate, speak to their child's key person or another member of staff.
- The member of staff will listen carefully to the concern, acknowledge the parent's/carer's views and provide an explanation where appropriate.
- An apology will be offered where appropriate.
- Where necessary, the concern and action taken will be recorded using the appropriate setting record.
- Staff will distinguish between a general concern about the quality of the service or practice and a formal complaint.
- Where a concern raises a safeguarding issue, the setting's Safeguarding Policy will be followed.

Formal complaints

Parents/carers may make a formal complaint verbally or in writing.

- A parent/carer who wishes to make a formal complaint should speak to the setting manager or another senior member of staff.
- If the complaint is about the child's key person or another member of staff, the complaint should be made to the setting manager or owner.
- If the complaint is about the setting manager, the complaint should be made directly to the owner.

Complaints Procedure

- Where a complaint is made verbally, the person receiving the complaint will record the main points accurately and ask the complainant to confirm that the record reflects their concern where appropriate.
- The complaint will be investigated fairly and objectively.
- The person investigating the complaint will speak to relevant people, review any appropriate records and consider the information available.
- The complainant will receive a response as soon as reasonably practicable and normally within 28 days of the complaint being received.
- If a full response cannot be provided within 28 days, the complainant will be informed of the reason for the delay and given an indication of when a full response will be provided.
- A written record of the complaint, investigation and outcome will be kept in the setting's complaints records.

If the complainant remains dissatisfied

If a parent/carer remains dissatisfied following the setting's response, they may refer the matter to the owner for further consideration where the owner has not already investigated the complaint.

The owner will review the complaint, the investigation and the response provided and will communicate the outcome to the complainant as soon as reasonably practicable. Where the complaint concerns the owner, the complainant may contact Ofsted directly.

Safeguarding and allegations against staff

Complaints or concerns relating to the safety or welfare of a child will always be taken seriously.

Where a complaint or allegation suggests that a child may have been harmed or is at risk of harm, the setting's Safeguarding Policy and procedures will be followed. Such matters will not be dealt with solely through the ordinary complaints procedure.

Where an allegation is made against a member of staff, volunteer or other person working with children, the setting will follow its procedures for managing allegations against staff and will contact the appropriate safeguarding authority or other relevant agency where required.

Contacting Ofsted

Parents/carers can contact Ofsted if they remain concerned about an early years provider or if they believe that the provider is not meeting the requirements of the EYFS.

Ofsted can be contacted about concerns relating to registered childcare providers by:

Telephone: 0300 123 4666

Email: enquiries@ofsted.gov.uk

Ofsted explains that parents/carers should normally raise their concern with the childcare provider first. Ofsted may review the information provided and decide what action is appropriate. Ofsted does not resolve individual disagreements between parents and childcare providers.

Complaints from agencies and other professionals

If an individual from another agency or professional organisation wishes to make a formal complaint about a member of staff or a practice within the setting, the complaint should be made to the setting manager or owner.

- The complaint will be acknowledged as soon as reasonably practicable.
- The setting manager or owner will investigate the complaint fairly and objectively.
- The complainant may be invited to provide further information or attend a meeting where appropriate.
- A response will be provided as soon as reasonably practicable and normally within 28 days.
- If the complainant remains dissatisfied, the matter may be referred to the owner where the owner has not already considered the complaint.

Where the complaint concerns safeguarding, child protection or an allegation against a member of staff, the appropriate safeguarding procedures will be followed.

Complaints records

- We maintain a record of formal complaints and the action taken in response to them.
- Complaints records will be stored securely and treated confidentially, with information shared only with those who need it for the purpose of investigating or managing the complaint, or where there is a legal or safeguarding requirement to share it.
- Records will be retained in accordance with the setting's record-keeping requirements.
- Complaints records will be made available to Ofsted when requested or as part of an inspection.
- Where a complaint identifies an issue with our practice, the owner and manager will consider whether changes or improvements are required.
- We will use complaints and feedback, where appropriate, to help us review and improve our practice.

Staff grievances

Staff concerns and grievances are dealt with separately from complaints made by parents/carers and service users.

Employees should normally raise day-to-day concerns informally with their line manager in the first instance, including through supervision meetings or a separate meeting where appropriate.

If a concern cannot be resolved informally, the employee should raise the matter formally in writing with the setting manager, explaining the nature of the grievance.

Where the grievance concerns the setting manager, the employee should raise the matter with the owner.

The manager or owner will:

- acknowledge the grievance;
- arrange a meeting with the employee to discuss the matter;

Complaints Procedure

- give the employee a reasonable opportunity to explain their concerns and provide relevant information;
- investigate the matter fairly and objectively;
- provide the outcome in writing; and
- explain the employee's right to appeal.

Employees may be accompanied at formal grievance meetings in accordance with their statutory rights and the setting's employment procedures.

If an employee wishes to appeal against the outcome, they should do so in writing within the timescale set out in the grievance outcome letter.

The appeal will be considered by an appropriate person who has not previously made the decision, where reasonably practicable. The outcome of the appeal will be confirmed in writing and will be the employer's final decision.

This policy was agreed by the staff of Playhouse Pre-School Broadwater.

Adapted on 23rd April 2015 and will be reviewed annually.

Reviewed on 23rd September 2026 by Z. Munford