



## Complaints Procedure

Bottesford Bunnies Pre-School believes that children and parents are entitled to expect courtesy and prompt, careful attention to their needs and wishes. We welcome suggestions on how to improve our Pre-School and will give prompt and serious attention to any concerns about the running of the Pre-School. We anticipate that most concerns will be resolved quickly by 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 Pre-School to a satisfactory conclusion for all parties involved.

As a Pre-School, we have a duty in accordance with the Children's Act and Childcare Act to investigate all complaints made in writing (including emails & texts) via a telephone call, or in person from parents/carers, where they relate to one or more of the standards from the EYFS Statutory Framework (DfE 2025).

The statutory guidance of the EYFS states.

“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 on request” (DfE 3.98 2025).

### Procedures

All settings are required to keep a ‘summary log’ of all complaints that reach stage two or beyond. This is to be made available to parents as well as to Ofsted inspectors.

#### Making a complaint

##### Stage 1

- Any parent who has a concern about an aspect of the Pre-School provision talks over, first of all, his/her concerns with the Pre-School Room Lead.
- 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 setting Room Lead and the Director.
- For parents who are not comfortable with making written complaints, there is a template form for recording complaints, the form may be completed with the person in charge and signed by the parent. Please see sample at the end of the policy for your information.
- The Pre-School keeps a copy of the written complaints from parents in a complaints file.
- When the investigation into the complaint is completed, the Director (Clare) meets with the parent to discuss the outcome, either in person or virtually.
- 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 Pre-School Director. The parent should have a friend or partner present if required (This will be held in person or virtually, as appropriate)
- 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 3 meeting the parent and the Pre-School cannot reach agreement, an external mediator is invited to help to settle the complaint, again face to face or virtually. 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 Early Learning Alliance are appropriate persons to be invited to act as mediators.
- The mediator keeps all discussions confidential. S/he can hold separate meetings with the Pre-School personnel (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 Pre-School 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 presents at the meetings signs the record and receives a copy of it. The 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 Multi Agency Resilience and Safeguarding Board (MARS)

- Parents may approach Ofsted directly at any stage of this complaint's 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 inspecting 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 (open 8.00am – 6pm)
- These details are displayed on our setting's outside notice board
- If a child appears to be at risk, Bottesford Bunnies Pre-School follows the procedures of the Multi Agency Resilience & Safeguarding Board (MARS) in our local authority. The LADO (Local Authority Designated Officer) shall also be contacted on 01724 298293 or 298340.
- In these cases, both the parent and Bottesford Bunnies Pre-School are informed and the Pre-School Director works with Ofsted or the LADO (Local Authority Designated Officer) at the Multi Agency Resilience and Safeguarding Board (MARS) 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 Ofsted inspectors on request.
- All complaints are kept on record for a minimum of 3 years.

#### References to other policies and procedures

- Communication & Working in Partnership policy.
- Confidentiality policy
- Equality of Opportunity policy
- Lone Worker policy
- Payment and Collection of fees policy
- Safeguarding policy

This policy is in line with the Early Years Foundation Stage (EYFS)

Amended January 2011  
Reviewed November 2011  
Reviewed January 2012  
Next review January 2013  
Reviewed March 2013  
Next review March 2014  
Updated May 2014  
Next review May 2015  
Reviewed April 2015 by Owner, Manager, Deputy and Practitioners  
Next review April 2016  
Reviewed March 2016 by Owner, Manager, Deputy and Practitioners  
Next review March 2017  
Revised June 2016  
Reviewed and updated January 2017  
Next review January 2018-10-23  
Reviewed and updated November 2017 by Owner, Manager, Deputy and Practitioners  
Next review November 2018-10-23  
Signature  
Reviewed and Updated by Owner October 2018 (shared at team meeting 30.10.18)  
Next review October 2019  
Reviewed and updated at team meeting December 4<sup>th</sup> 2018 by Owner, Manager & Practitioners.  
Next review date December 2019  
Reviewed and updated at team meeting January 28<sup>th</sup> 2020 by Owner, Managers and practitioners  
Reviewed and updated at staff meeting May 4<sup>th</sup> 2021 by Director, Managers and Practitioners  
Next review date May 2022  
Reviewed and updated at staff meeting May 3<sup>rd</sup>, 2022, by Director, Manager, Deputies and Practitioners  
Next review date May 2023  
Reviewed and updated by Director, manager, Deputies and educators on May 10<sup>th</sup> 2023  
Next review date May 2024  
Updated February 11<sup>th</sup>, 2024, re changes to EYFS  
Reviewed and Updated by Director, manager, Deputies and Educators on June 6<sup>th</sup>, 2024.  
Next Review date June 2025.  
Reviewed and updated at staff meeting on Wednesday 17<sup>th</sup> September 2025 by team.  
Next review September 2026