

## **Making a complaint**

### **Policy statement**

We believe that children and parents/carers are entitled to expect courtesy and prompt, careful 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 and informally. 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.

### **Making a complaint**

- If a parent/carer is unhappy about any aspect of their child's care or how s/he feels they have been treated, this should be discussed with the child's key person. The key person will listen to the parent and acknowledge what s/he is unhappy about. The key person will offer an explanation and an apology if appropriate. The issue and how it was resolved will be recorded in the child's file and the Complaint Investigation Record. Most complaints should be resolved amicably and informally at this stage.
- If the parent/carer is not happy with the key person's response or wishes to complain about the key person or any other member of staff, s/he will be directed to the Manager. The complaint may be made in writing or orally. The Manager will investigate the complaint and feedback to the parent/carer. The Manager will record the main issues of the complaint using the Complaint Investigation Record. A copy of the complaint will be kept on the child's file.
- The Manager will promptly notify the Committee Chair of any complaints. The Manager and the Committee chair will determine an appropriate investigation strategy.
- The Manager will provide feedback to the parent/carer within 28 days. A confidential written report of the investigation is kept in the child's file if the complaint relates directly to a child.
- If the complaint relates to the Manager, or if the parent/carer wishes to escalate the complaint further, s/he may contact the Committee Chair directly. The Committee Chair may delegate the handling of the complaint to a different senior member of staff if appropriate and in consultation with the parent/carer.
- If the parent/carer is not satisfied with the outcome of the investigation, s/he is entitled to appeal the outcome verbally or in writing. Any appeal should be made to the Manager who will immediately notify the Committee Chair. At this stage, the Committee will consider if it is appropriate to invite an independent external mediator to help settle the complaint.
- If appropriate, the Manager and/or Chair may arrange an appeal meeting with the parent/carer to discuss the appeal. An agreed written record will be 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.
- If the parent/carer believes that the matter has not been resolved and there has been a breach of the EYFS requirements they are entitled to make a complaint to Ofsted. The Manager ensures that parents know they can complain to Ofsted by telephone or in writing at any time.

## *The role of Ofsted, safeguarding authorities and the Information Commissioner's Office.*

- Parents can complain to Ofsted here:  
<https://www.gov.uk/government/organisations/ofsted/about/complaints-procedure>  
These details are displayed on our setting's notice board.
- If a child appears to be at risk, we follow all applicable safeguarding procedures. Our Safeguarding leads will liaise with the relevant safeguarding authorities to ensure a proper investigation of the complaint, followed by appropriate action.
- The Information Commissioner's Office (ICO) can be contacted if parents/carers have a complaint about the way their data is handled and remain dissatisfied after raising your concern with the setting. For further information about how we handle your data, please refer to the Privacy Statement and related policies. Details of how to contact the ICO can be found here: <https://ico.org.uk/make-a-complaint>.

## **Record Keeping**

Woodland Corner will keep a record of any informal complaints made by a parent/carer in the child's personal file.

All complaints requiring an investigation will be recorded in the setting's Complaint Investigation Record. Detailed contemporaneous notes of any conversations or meetings related to the complaint should be recorded. This must be disclosed to Ofsted at inspection, or if requested by Ofsted at any other time.

If the complaint concerns a staff member, relevant details will be kept on the staff member's personnel file.

Records of complaints will be kept for at least three years.

In all cases where a complaint is upheld a review will be undertaken by the Committee to look for ways to improve practice where it is required.

This policy was adopted at a meeting of  
Woodland Corner

Held on (date) 6<sup>th</sup> May 2026

Signed on behalf of the Management Committee

Role of signatory (e.g. chairperson etc.)

Review date

Jess Brown

Chairperson

May 2027