



Concern and Complaints Procedure

Aim

We aim to provide a high quality, efficient and accessible service to parents/carers and children. At regular intervals the management and staff meet to discuss and review our daily running, as well as possible improvements to the services offered by us. However, from time to time you may have a concern about some aspect of your child's care or the setting itself.

To support the resolution of any concerns or complaints, we have an informal concerns procedure and a formal complaint procedure detailed below.

Our complaints process aims to support a timely and satisfactory solution. To ensure this, we aim to:

- make raising a concern or making a complaint an easy process, taking into account different ways of preferred communication.
- treat complainants promptly, politely, and, where appropriate, confidentially.
- investigate the complaint fully and impartially.
- respond to the complainant within a reasonable timescale.
- provide clear information and support both to the complainant and to any staff member that is the subject of a complaint, and
- provide details on escalating the process should the complaint not be resolved to the complainant's satisfaction.

Procedure

We value our relationships with our parents/carers and would hope that any day to day issues or concerns can be resolved quickly through **Stage One**.

In the first instance, we would hope that you would be able to raise any concern directly with the member of staff concerned. If this is not possible, the more formal procedure outlined below is intended for use where informal communication has not resolved the problem.

In relation to a complaint regarding our staff or services, the manager will follow the process outlined below and will work with the people/staff member/s involved with the aim of ensuring that the situation is solved promptly and to the satisfaction of all parties. This will be done by following **Stage Two** of our process.



The management committee has overall responsibility for ensuring that complaints about employees and services are handled appropriately. If necessary, they will step in at **Stage Three** of the process regarding any unresolved complaints.

Stage One

If you have any concerns about your child's care or the setting, you should raise them with your child's key worker, room leader or manager as appropriate. A straightforward informal discussion between those involved may be all that is needed to set things right. We hope that any issues of concern can be resolved at this stage.

Stage Two

If you are still unhappy and your concern has not been resolved, then you should contact the manager Courtney Haley and make your complaint.

Telephone: [07837 133925](tel:07837133925)

Email: horfieldwellypreschool@gmail.com

The manager will investigate your complaint within ten working days; we must provide you with an outcome within 28 days, unless the complaint relates to data protection in which case we will use the timescales advised by the ICO (Information Commissioners Office). You may be asked to attend a meeting which will be recorded in writing. This may include other people involved in your complaint such as staff or witnesses. You will be informed in writing of the outcome of your complaint.

Stage Three

If your complaint or concern has still not been resolved to your satisfaction, you must put your complaint in detail and in writing to the representative of the Registered Person (person's name shown below). We will acknowledge receipt of the complaint as soon as possible and will respond within 28 days, unless the complaint relates to data protection in which case we will use the timescales advised by the ICO. If there is any delay, we will advise you of this and offer an explanation. Again, this may involve asking you to attend a meeting which may be attended by other people involved. A written record of the meeting will be made. The registered person will be responsible for sending you a full and formal response to the complaint.

When acting on complaints, we will consider if any wider action or statutory reporting is needed and take appropriate action where needed.

If you are still unhappy?

If you are unhappy with the result, and your complaint relates to one or more of the Early Years Foundation State Safeguarding and Welfare Requirements, you may raise your complaint with Ofsted:

Tel: 0300 123 4666

Email: enquiries@ofsted.gov.uk



Website: www.ofsted.gov.uk

You can find out more about Ofsted's role here:

<https://www.gov.uk/government/publications/information-for-parents-about-ofsteds-role-in-regulating-childcare>

If your complaint is about how we are handling your personal data, you can contact the ICO (Information Commissioner's Office) for advice or to make a complaint.

[How to make a data protection complaint to an organisation | ICO](#)

ICO

Telephone: 0303 123 1113

Textphone: 18001 0303 123 1113

Monday to Friday, 9am to 5pm

[Contact us - public | ICO](#)

Useful contact emails for staff and management committee

Senior pre-school staff – horieldwellypreschool@gmail.com

Chair of management committee – wellychair@gmail.com

Treasurer of management committee – wellytreasurer@gmail.com

Date reviewed	Reviewed by
Updated Aug 2026	Courtney Haley