

Beetley and District Preschool

Registered Charity: 1181636

Complaints Procedure

Complaints – Making complaints known

Policy Statement

Beetley & District Preschool is committed to providing high-quality early education and care.

We aim to work in partnership with parents and carers, listening to concerns and resolving issues quickly, fairly, and respectfully.

This policy explains how parents and carers can raise concerns or make a complaint, and how we will respond.

This Complaints Policy should be read alongside:

- Safeguarding & Child Protection Policy
- Whistleblowing Policy
- Managing Allegations Against Staff
- Data Protection / UK GDPR Policy
- Fees & Funding Policy

Complaints vs Whistleblowing — Important Distinction

A complaint is:

A concern raised by a **parent or carer** about their child's experience, the quality of provision, communication, routines, fees/funding, or another aspect of the Preschool's service.

Whistleblowing is:

A concern raised by a **staff member, volunteer or professional** about malpractice, wrongdoing, or risks that could harm children, staff, or the organisation.

Examples:

- Safeguarding concerns
- Unsafe practice by staff
- Misconduct
- Illegal activity
- Covering up poor practice

Whistleblowing is NOT covered by this Complaints Policy.

See the Preschool's **Whistleblowing Policy** for details.

Our Principles

We will ensure complaints are:

- Taken seriously and acted upon promptly
- Handled fairly, transparently, and sensitively
- Resolved at the lowest appropriate level where possible
- Recorded accurately and securely
- Escalated where appropriate

We will not treat anyone unfairly because they have made a complaint.

Informal Stage – Raising a Concern

Most issues can be resolved quickly through open communication.

Parents/carers are encouraged to raise concerns with:

1. **Their child's Key Person**
2. **Preschool Management – Hollie Durrant and Julie East**

Concerns can be raised verbally, by email, or in writing.

We aim to respond within **5 working days**.

Formal Stage – Submitting a Complaint

If the issue is not resolved informally, or if it recurs:

1. The parent/carer should put the complaint **in writing** to:
Hollie Durrant – Manager
2. A meeting will be arranged within **14 term time working days**.
Parents may bring a friend, advocate, or representative.
3. A written record of the meeting and actions agreed will be provided.

Where possible, complaints should be resolved at this stage.

Stage 3 – Escalation to the Committee

If the parent is not satisfied with the Manager's response:

- The complaint will be passed to the **Chair of the Committee**.
- The Chair will review documentation and may meet with the parent and Manager.
- A written outcome will be provided within **14 term time working days**.

If the complaint is escalated to the Committee, the complaint must not be discussed with any member of the Committee outside of the scheduled meeting.

If agreement is still not reached, the Chair may involve an independent mediator, such as an Early Years Adviser or Early Years Alliance representative.

External Escalation Routes

Parents/carers may contact the appropriate external authority at any stage if:

- They believe the Preschool is not meeting EYFS statutory requirements

- A safeguarding concern has not been addressed
- They feel their complaint has not been handled fairly

Ofsted

Piccadilly Gate, Store Street, Manchester M1 2WD

Tel: **0300 123 4666**

Website: www.ofsted.gov.uk/parents

Norfolk County Council – Early Years Team

Tel: 01603 222300 (Option 3 for Quality & Improvement / Option 2 for Funding)

Email: earlyyearsandchildcare@norfolk.gov.uk

For safeguarding concerns about staff

Contact the **Local Authority Designated Officer (LADO)**

Tel: 01603 223473

Email: LADO@norfolk.gov.uk

Recording and Confidentiality

- All complaints will be recorded using the Preschool's Record of Concern/Complaint form.
- Records will be stored securely in line with UK GDPR and the Data Protection Policy.
- Discussions will remain confidential unless disclosure is required for safeguarding or legal reasons.

Complaints About Data Handling

For concerns relating specifically to privacy, information security, or data rights, refer to the Preschool's Data Protection / GDPR Complaints Procedure.

Monitoring and Review

Complaints will be reviewed termly by the Manager and Committee to identify patterns, learning points, and improvements.

- **Policy reviewed on:** 2nd December 2025
- **Next review due:** 2nd December 2026
- **Reviewed by:** Hollie Durrant and Julie East

Date:

Signed:

Print Name:
(Chairperson)

Review Date:

Signed:

Print Name:
(Manager)