



Barn Close Pre-School

10.02 Complaints procedure for parents/carers

We hope that you and your child have a happy experience with us. However, if you need to express a complaint about any aspect of your child's care or treatment, please do not hesitate to discuss this with Amy Gepp (Manager) or Samantha Fisher (Deputy Manager). They will explain and address your concerns. Complaints can be made verbally or in writing/ email amy@barnclosepreschool.info

All key issues related to the complaint will be documented using the Complaint Investigation Record, which will be kept in the child's file. The manager will investigate the complaint and provide feedback to the parent or carer within 28 days. If the complaint pertains directly to a child, a confidential written report of the investigation will also be stored in the child's file.

In cases involving serious harm to a child caused by a staff member or volunteer, the established procedure for handling Concerns and allegations against staff, volunteers, or agency staff will be followed. (Safeguarding 6.03)

If the parent or carer is dissatisfied with the resolution or if the complaint concerns the setting manager or a breach of the Early Years Foundation Stage (EYFS) requirements, they have the right to escalate the complaint to Ofsted.

enquiries@ofsted.gov.uk

0300 123 4666.

- Legislation requires settings to keep a record of complaints and disclose these to Ofsted,
- The record of complaints is summative only.
- A record of complaints will be kept for at least 3 years.
- In all cases where a complaint is upheld, the owner will review the practice and identify ways to improve it where required.

Barn Close Pre-School adopted this policy on 1st September 2025.

Signed on behalf of Barn Close Pre-School

Amy Gepp

Manager/ Owner

Staff sign as read and understood

<u>Staff Name</u>	<u>Signature</u>	<u>Date</u>	<u>Review date</u>
Samatha Fisher		September 2025	September 2026
Donna Ingham		September 2025	September 2026
Lorie Phillips		September 2025	September 2026
Alice Harrison		September 2025	September 2026