



Complaints Policy and Procedures

At Lymestone Preschool, we are committed to providing a high-quality, safe, and welcoming environment for all children and their families. We value positive relationships with parents, carers, staff, volunteers, and visitors and recognise that concerns or complaints may occasionally arise.

We believe that concerns should be raised as soon as possible so that they can be resolved quickly, fairly, and respectfully. We are committed to listening to concerns, investigating complaints thoroughly, and learning from feedback to improve our practice.

This policy complies with the requirements of the Early Years Foundation Stage (EYFS) Statutory Framework.

This policy applies to complaints relating to:

- The care and education provided by the Preschool.
- The conduct of staff, volunteers, committee members, or management.
- Health and safety concerns.
- Administrative matters.
- Communication with families.
- Any aspect of the Preschool's service.

This policy does not apply to:

- Child protection concerns or safeguarding allegations, which will be managed in accordance with the Safeguarding and Child Protection Policy.
- Allegations against staff that meet the harm threshold, which will be managed in accordance with the Allegations Against Staff Procedure.
- Concerns raised by employees, which should be addressed through the Whistleblowing Policy or Grievance Procedure.

Principles

We will:

- Take all concerns and complaints seriously.
- Treat all parties fairly and respectfully.
- Maintain confidentiality wherever possible.
- Investigate complaints promptly and objectively.
- Keep appropriate records.
- Use complaints as an opportunity to improve practice.

We ask that all parties involved communicate respectfully throughout the process.

Informal Resolution

Most concerns can be resolved quickly through discussion.

Parents/carers who have a concern should initially speak to their child's Key Person, or the Preschool Manager.

The Preschool will aim to resolve concerns informally wherever possible. A brief written note may be kept where appropriate.

Formal Complaints Procedure

If a concern cannot be resolved informally, a formal complaint may be made.

Complaints should be submitted in writing to the Preschool Manager and should include:

- The nature of the complaint.
- Relevant dates and times.
- Names of any individuals involved.
- Any action already taken to resolve the issue.
- The outcome being sought.

Where the complaint relates to the Preschool Manager, the complaint should be addressed to the Chair of the Committee.

Stage 1: Acknowledgement

The Preschool will:

- Acknowledge receipt of the complaint within 5 working days.
- Confirm who will investigate the complaint.
- Explain the investigation process.

Stage 2: Investigation

The investigating officer will:

- Review all relevant information.
- Speak with those involved where necessary.
- Consider policies, procedures, records, and relevant evidence.
- Maintain confidentiality as far as reasonably possible.

Where appropriate, meetings may be arranged with those involved.

Stage 3: Outcome

The complainant will receive a written response outlining:

- The findings of the investigation.
- Any actions taken or proposed.
- The reasons for decisions made.
- Any recommendations for improvement.

The Preschool will aim to provide a full written response within 28 days of receiving the complaint. Where this is not possible, the complainant will be informed of the reason for the delay and given an updated timescale.

Appeals

If the complainant remains dissatisfied, they may submit a written appeal within 14 days of receiving the outcome.

The appeal will be reviewed by the Chair of the Committee or a designated committee member not previously involved in the investigation. The decision following the appeal will be final.

Complaints Record

In accordance with EYFS requirements, the Preschool will maintain a written record of:

- Complaints relating to EYFS requirements.
- The outcome of investigations.
- Any action taken.

Records will be retained securely and in accordance with data protection requirements. Parents/carers may request information about whether complaints have been upheld, although confidential information relating to other individuals will not be shared.

Confidentiality

All complaints will be handled with sensitivity and confidentiality.

Information will only be shared with those who need to know in order to investigate and resolve the complaint.

The Preschool will not discuss confidential information regarding other children, families, or staff members.

Unreasonable or Vexatious Complaints

The Preschool recognises the right of individuals to raise genuine concerns.

However, where complaints become abusive, repetitive, vexatious, threatening, or unreasonable, the Preschool may:

- Limit communication to written correspondence.
- Require meetings to be attended by a third party.
- End communication where matters have been fully investigated and concluded.
- Take appropriate action to protect staff, children, and families.

Any such action will be proportionate and recorded.

Ofsted

Parents/carers have the right to contact Ofsted if they believe the Preschool is not meeting the requirements of the EYFS.

Ofsted

Piccadilly Gate

Store Street

Manchester

M1 2WD

Telephone: 0300 123 1231

Online: Parents can submit concerns through the Ofsted website.

The Preschool encourages concerns to be raised directly with us first wherever possible so that we have the opportunity to resolve them promptly.

This policy was agreed by Lympstone Preschool Committee, and will be reviewed annually, or sooner if legislation, guidance or operational requirements change.

Reviewed: 02/06/2026