Complaints Procedure

Beckside Pre-School & Nursery is committed to providing a safe, stimulating environment ensuring a consistent and accessible service that meets the needs of the children and families attending.

We welcome suggestions on how to improve our setting, and we will give prompt and serious attention to any concerns about the running of the setting.

It is the hope of Beckside Pre-School & Nursery that all concerns will reach a satisfactory conclusion for all concerned. To help us to achieve that outcome the following procedure will be followed.

Stage 1

- Any parent/carer who has a concern about any aspect of the setting is encouraged to discuss this with the Owner/Manager
- Most complaints should be resolved informally at this stage.
- The complaint and outcome will be recorded.

Stage 2

- If the parent/carer is not satisfied with the response/outcome the parent/carer will proceed to stage 2 and put the complaint in writing to the owner/manager
- All complaints will be recorded in the complaints log, which is a requirement of the EYFS.
- The Manager will investigate the complaint and record a detailed account of how the complaint is resolved.
- The setting will formally acknowledge the complaint within 5 working days.
- When the complaint has been investigated the owner/manager will notify the complainant of the outcome within 28 days of having received the complaint.

Stage 3

- If the parent/carer is not satisfied with the outcome of the investigation he/she should request a meeting with the owner/manager
- The complaint will be discussed and a written record of the discussion and agreed decision or action made.
- All parties present at the meeting will sign and date the written record and receive a copy. The record will be stored in the complaints log.
- The signed record signifies that the procedure has concluded.

Stage 4

- Should the matter remain unresolved, Ofsted can be contacted on the following numbers:

Ofsted

- Complaints (Childcare) Tel: 0300 123 4666
- General enquiries Tel: 0300 123 1231
- Email: enquiries@ofsted.gov.uk
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The complaints procedure and above details will be displayed prominently within the setting.

Parents may approach Ofsted directly at any stage of this complaints procedure.
In addition, where it is deemed that there is a breach of the setting's registration requirements, it is essential to involve Ofsted, as the registering and inspection body, who has a duty to ensure the EYFS requirements are met.

If a child appears to be at risk the setting will follow the procedure of the Lincolnshire Safeguarding Children Partnership (LSCP) In these cases, the setting Owner/Manager will work with Ofsted and/or LSCP to ensure investigation of the complaint, followed by appropriate action.

All complaints against our setting, and or the children and/or the adults working in our setting will be recorded in detail in the complaints log which will be made available to parents and Ofsted inspectors.

(Providers should have regard to their confidentiality policy when sharing complaints with parents)

The Owner/ Manager is responsible for managing complaints.

Adopted: September 2021
Last Reviewed: October 2026
Next Review Due: October 2027
Review Frequency: Annually or following changes to legislation, statutory guidance, safeguarding requirements or nursery procedures.