

# Ladybirds Kinder Class

## Complaints Policy

### 1. Purpose

The purpose of this policy is to provide a clear and fair procedure for dealing with complaints from parents, carers, or others. We are committed to resolving concerns quickly, informally where possible, and ensuring that formal complaints are handled professionally, confidentially, and in line with Ofsted requirements.

### 2. Aims

This policy aims to:

- Encourage early resolution of concerns wherever possible.
- Provide a clear and transparent process for making and handling complaints.
- Ensure all complaints are recorded, investigated, and resolved within required timescales.
- Demonstrate accountability and continuous improvement in practice.
- Ensure records are available to Ofsted upon request.

### 3. Responsibilities

- **Key Person / Staff** – handle informal concerns raised by parents sensitively and promptly.
- **Manager / Deputy Manager** – oversee the formal complaints process, ensure records are maintained, and respond in writing within 28 days.
- **All Staff** – must cooperate with any investigation.
- **Leadership** – ensure this policy is accessible, reviewed regularly, and in line with current Ofsted guidance.

### 4. Procedures

#### 4.1 Informal Complaints

- Parents are encouraged to discuss concerns with their child's Key Person in the first instance.
- Most concerns can be resolved quickly through open communication.
- Staff will document concerns where appropriate and inform management if further action is required.

#### 4.2 Formal Complaints

If a concern cannot be resolved informally:

- The complaint must be submitted in writing to the Manager (or Deputy Manager if the Manager is unavailable).

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- The Manager will investigate fully and fairly.
- A written response will be provided within **28 days** of receiving the complaint.
- All formal complaints will be recorded on the **Complaints Record Form** and signed by the complainant and manager.

### 4.3 Records

- A record of all formal complaints will be kept securely for at least three years.
- The record will detail the complaint, how it was investigated, actions taken, and the outcome.
- These records will be made available to Ofsted inspectors upon request.

### 4.4 Escalation to Ofsted

If a parent is not satisfied with the outcome or feels unable to raise the concern directly with the provider, they may contact Ofsted.

#### Ofsted Contact Details (current):

- **Telephone:** 0300 123 4666
- **Email:** [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)
- **Post:** Ofsted, Piccadilly Gate, Store Street, Manchester, M1 2WD

### 5. Sanctions

- Failure to follow this procedure or attempts to cover up a complaint may result in disciplinary action.
- Ofsted may be informed if complaints raise safeguarding or regulatory concerns.

### 6. Review

This policy will be reviewed annually or sooner if guidance, legislation, or Ofsted requirements change.

**Reviewed:** July 2025

**Next Review Due:** July 2026

**Approved by:** Mrs Atkinson