Complaints Procedures

Academic year 2026/27 | Reviewed at least annually

Statement of Intent

At The Wendy House, we aim to provide high-quality care and education for all children and to work in positive partnership with parents and carers.

We welcome feedback and take concerns and complaints seriously.

We aim to deal with concerns fairly, promptly, respectfully and confidentially wherever possible and to use complaints as an opportunity to review and improve our practice.

Parents and carers will not be treated differently or disadvantaged because they have raised a concern or complaint.

Raising a Concern

We encourage parents/carers to raise concerns with us as soon as possible.

Many concerns can be resolved quickly through an informal conversation.

In the first instance, parents/carers are normally encouraged to speak to their child's key person or another appropriate member of staff.

Where the matter cannot be resolved, or where the parent/carer would prefer to speak directly to management, the concern should be raised with the Manager.

We will listen carefully, take the concern seriously and seek to resolve the matter appropriately.

Formal Complaint

If a concern cannot be resolved informally, or the parent/carer wishes to make a formal complaint, they should put their complaint in writing to the Manager.

The complaint should provide as much relevant information as possible, including:

- the nature of the concern;
- relevant dates or events;
- who was involved, where appropriate; and
- what outcome the complainant is seeking.

We will acknowledge receipt of the complaint and investigate it appropriately.

Investigation

The Manager will normally investigate formal complaints.

The investigation may include:

- speaking with the complainant;
- speaking with relevant staff;

- reviewing records or documentation;
- considering relevant policies and procedures;
- observing practice where appropriate; and
- seeking additional information where necessary.

The investigation will be fair and proportionate and information will only be shared with those who need to know.

Outcome

Following the investigation, the complainant will be informed of the outcome.

Where a written complaint relates to the setting's fulfilment of the **Early Years Foundation Stage (EYFS) requirements**, the complainant will be notified of the outcome of the investigation **within 28 days of the complaint being received**.

The response will explain, as appropriate:

- what was investigated;
- the outcome;
- whether any action has been identified; and
- what the complainant can do if they remain dissatisfied.

Where appropriate, actions may include changes to practice, procedures, training or other improvements.

Confidential information relating to individual children, families or members of staff will not be disclosed inappropriately.

Complaints About the Manager

Where a complaint concerns the Manager, it should be referred to the **Chair of the Management Committee**.

The Chair, or another appropriate member of the Management Committee, will arrange for the complaint to be investigated fairly and appropriately.

Escalation to the Management Committee

Where a complainant remains dissatisfied following the Manager's response, they may ask for the matter to be considered by the Management Committee.

The Management Committee will review the complaint, the investigation undertaken and the response provided and determine whether any further action is required.

A member of the Committee who has a conflict of interest in relation to the complaint will not take responsibility for reviewing it.

Safeguarding Concerns

A complaint that raises a concern about the safety or welfare of a child will **not simply be managed as an ordinary complaint**.

Safeguarding procedures will take priority.

The Designated Safeguarding Lead will be informed immediately and the setting's **Safeguarding Policy and procedures** will be followed.

Where a concern or allegation relates to a member of staff, volunteer or other adult working with children, the appropriate allegations-management procedure will be followed and relevant agencies contacted where required.

Nothing within this complaints procedure prevents a person from contacting children's social care, the police, Ofsted or another appropriate authority where they believe a child may be at risk.

Complaining to Ofsted

Parents/carers have the right to contact Ofsted if they believe The Wendy House is not meeting the requirements of its registration or the Early Years Foundation Stage.

Ofsted generally encourages concerns to be raised with the childcare provider first so that the provider has an opportunity to address them.

However, this does not prevent a parent/carer from contacting Ofsted directly.

Ofsted – complaints about childcare

Telephone: **0300 123 4666**
Email: **enquiries@ofsted.gov.uk**

Up-to-date information about complaining about childcare is available through GOV.UK.

Complaints Records

The Wendy House will maintain a written record of complaints relating to the fulfilment of EYFS requirements.

Records will include, as appropriate:

- the nature of the complaint;
- how the complaint was investigated;
- the outcome;
- any action taken; and
- the response provided to the complainant.

Complaint records will be made available to Ofsted on request.

Records will be stored securely and retained in accordance with applicable requirements and our data protection procedures.

Confidentiality

Complaints will be handled sensitively and with appropriate confidentiality.

Information will only be shared where there is a legitimate need to do so.

Absolute confidentiality cannot be guaranteed where information must be shared to safeguard a child, investigate an allegation, comply with legal requirements or cooperate with a relevant authority.

Unreasonable or Abusive Behaviour

We understand that people may feel upset or frustrated when raising a complaint and this will be treated sensitively.

However, abusive, threatening, discriminatory or intimidating behaviour towards children, staff, volunteers, Committee members or other families will not be accepted.

We will continue to consider legitimate concerns raised even where we need to set reasonable boundaries around the way communication takes place.

Learning From Complaints

Complaints and concerns provide an opportunity to reflect on our practice.

Where appropriate, the Manager and Management Committee will consider whether a complaint identifies:

- a need to amend a policy or procedure;
- additional staff training;
- changes to practice;
- recurring concerns or patterns; or
- other improvements that may benefit children and families.

Availability of this Procedure

Parents/carers will be informed that a complaints procedure is available and may request a copy.

Information about how to contact Ofsted will also be made available to families.

Review

This procedure will be reviewed at least annually and sooner where legislation, statutory guidance, Ofsted requirements or the needs of the setting change.

Policy Approval & Review

Policy year	2026/2027
Approval status	Awaiting Management Committee approval
Next scheduled review	March 2027