



St Bede's Childcare Ltd

Complaints Policy

EYFS Legal Requirement:

Providers must put in place a written procedure for dealing with concerns and complaints and must keep a written record of any complaints and their outcome. (EYFS 2024, 3.83)

Policy Statement

St Bede's Childcare is committed to providing a high-quality service. We value feedback from parents/carers and take all concerns and complaints seriously. We aim to resolve issues promptly, fairly, and in a transparent manner.

This policy should be read alongside our **Safeguarding and Child Protection Policy**.

Aims

We aim to:

- Provide a clear and accessible complaints procedure
- Resolve concerns quickly and effectively
- Work in partnership with parents/carers
- Use feedback to improve our practice

Making a Complaint

Complaints can be made:

- Verbally
- In writing
- With support if required

We will ensure the complaints process is **accessible to all families**.

Procedure

Stage 1 – Informal Concern

- Parents/carers are encouraged to speak to their child's **Key Person or Room Leader**
- Most concerns can be resolved quickly at this stage

Stage 2 – Formal Complaint

- If the issue is not resolved, a formal complaint should be made to the **Manager**
- The complaint will be recorded in writing



Acknowledgement

- The complaint will be acknowledged within **5 working days**

Investigation

- A full investigation will be carried out
- The Manager will:
 - Gather information
 - Speak to relevant staff
 - Review records
- If the complaint involves the Manager, it will be handled by the **Childcare Director**

Outcome

- A written response will be provided within **28 days**
- The response will include:
 - Findings
 - Actions taken

Safeguarding and Complaints

- If a complaint relates to **child protection or staff conduct**, it will be treated as a **safeguarding concern**
- The **Designated Safeguarding Lead (DSL)** will be informed immediately

Allegations Against Staff

- Concerns about staff will be managed in line with safeguarding procedures
- The setting will contact the **Local Authority Designated Officer (LADO)** where appropriate
- Staff **may be suspended** while investigations are carried out

Confidentiality

- All complaints will be handled sensitively
- Records will be stored securely
- A summary of complaints (without personal details) will be available if required

Escalation

If a parent/carer is not satisfied with the outcome, they may contact:

Ofsted
Piccadilly Gate



Store Street
Manchester
M1 2WD
0300 123 1231

Recording Complaints

- A written record will be kept of:
 - The complaint
 - Investigation
 - Outcome
- Records will be kept for **at least 3 years**

Monitoring and Improvement

- Complaints will be reviewed regularly by management
- Outcomes will be used to improve practice and procedures

Monitoring and Review

- The Manager will monitor the effectiveness of this policy
- This policy will be reviewed annually