Complaints Policy

Hellingly Preschool

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1. Statement of Intent

Hellingly Preschool aims to provide the highest standard of care and education for all children. We believe that children and parents are entitled to expect courtesy and prompt, careful attention to their needs and concerns. We welcome feedback from parents, carers, and staff and use it as an opportunity to improve the quality of our provision.

We encourage open, honest communication through our **open-door policy**, which helps to build strong relationships between staff and families and encourages early resolution of any issues.

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2. Raising a Concern

We hope that most concerns can be resolved quickly and informally through discussion with a member of staff. If a parent or carer has a concern or complaint:

- They are encouraged to **speak directly to a member of staff or the Manager** as soon as possible.
- Staff must tell the Manager about a complaint immediately. If it concerns the Manager, they must report it directly to Director Clare Van Niekerk.
- All concerns will be taken seriously and dealt with professionally and promptly.

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3. Formal Complaints Procedure

If a concern cannot be resolved informally, or if the parent or carer wishes to make a formal complaint:

1. Submit the complaint in writing to the Manager. If it concerns the Manager, email Director Clare Van Niekerk at clare.vanniekerk@martleteducation.co.uk
2. A **full investigation** will be carried out.
3. All formal complaints and the outcomes of investigations will be **recorded in the Complaints Book**, which is securely stored and available for Ofsted inspection.
4. The complainant will receive a **written response within 28 days** of the complaint being received, detailing the findings and any actions taken.

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4. Involving External Agencies

If the complaint relates to a **safeguarding or welfare concern**, Hellingly Preschool has a duty to report it to the relevant authority, including:

- **Ofsted**

- **Local Authority Designated Officer (LADO)**
- **Children's Services**, where applicable

We will cooperate fully with any external investigation.

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5. Contacting Ofsted

Parents and carers have the right to contact **Ofsted** at any time if they have concerns about the care their child receives. Ofsted investigates complaints relating to:

- The quality of early years provision
- The safety and welfare of children
- Breaches of statutory requirements

Ofsted Contact Details:

Ofsted
Piccadilly Gate
Store Street
Manchester
M1 2WD

0300 123 1231
enquiries@ofsted.gov.uk
www.ofsted.gov.uk

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6. Confidentiality

All complaints will be handled with **confidentiality**, and information will only be shared on a **need-to-know basis**. The identity of complainants will be protected where possible.

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7. Monitoring and Review

- Complaints will be reviewed regularly by the Manager to monitor trends and ensure continuous improvement.
- This policy will be reviewed annually or in line with legislative changes.

Review

This policy is reviewed annually or following any significant changes in legislation, guidance, or incidents.

- **Last Reviewed:** 1.09.25
- **Next Review Due:** 1.09.26
- **Approved By:** Sara Sherrard