



Lilly Brook Pre School Complaints Policy

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Reviewed

When	First Review	Approval
25/04/2021	JWilson	JLindow
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Lilly Brook Pre-School

Complaints Policy and Procedure

Policy Statement

At Lilly Brook Pre-School, we believe children and parents are entitled to expect courtesy, respect, prompt, careful attention to their needs and concerns. We welcome suggestions on how to improve our setting and are committed to addressing concerns in a fair, transparent, and timely manner.

We aim to resolve concerns at the earliest possible stage. Most concerns can be resolved informally. However, where this is not possible, we have a clear five-stage complaints procedure to ensure all complaints are handled consistently and in line with statutory requirements.

In accordance with the Early Years Foundation Stage (EYFS), Lilly Brook Pre-School keeps a written record of all complaints relating to the fulfilment of EYFS requirements and their outcome. These records are available to Ofsted upon request.

Complaints Procedure

Stage 1 – Verbal Complaint (Informal Resolution)

Parents/carers should initially raise concerns verbally with:

- Their child's keyworker, or
- A member of staff at the gate (once other parents have cleared the area, in line with our Behaviour Policy).

Most concerns can be resolved quickly and amicably at this stage.

The staff member will:

- Listen carefully and respectfully
- Clarify the concern
- Seek to resolve the matter promptly

A brief record of the concern and its resolution will be kept in the child's file.



If the matter is not resolved satisfactorily, or if the concern reoccurs, the complaint should proceed to Stage 2.

Stage 2 – Written Complaint (Formal Investigation)

If the complaint is not resolved informally, parents/carers should submit a written complaint via email to:

lillybrookchildcare@outlook.com

Subject line:

Complaint – Stage 2 (Date) (Child’s Initials)

If a parent is not comfortable submitting a written complaint, the Manager or Deputy Manager will arrange a meeting to formally document the complaint. The written record will be agreed and signed by the parent.

Investigation Process

- The Manager or Deputy Manager will acknowledge receipt of the complaint.
- A full and fair investigation will be conducted.
- All relevant staff may be interviewed.
- Written records will be maintained.

Where appropriate, investigation documents may be stored in a separate complaint file.

Outcome

- Parents will receive a written response outlining the outcome within **28 days** of the complaint being received.
- A Complaint Investigation Record will be completed.
- The record will be available to Ofsted upon request.

If the parent remains dissatisfied, the complaint may proceed to Stage 3.

Stage 3 – Director Review

If the parent/carer is not satisfied with the Stage 2 outcome, they may request a review meeting with the Manager and Owner/Director by emailing:

lillybrookbickley@outlook.com



Subject line:

Complaint – Stage 3 Director Review (Date) (Child’s Initials)

Meeting Process

- The parent may bring a friend, partner, or representative for support.
- The Manager may be supported by a member of the management team.
- A full review of the investigation will take place.
- An agreed written record of the meeting, including decisions and actions, will be made.

All parties will sign the written record and receive a copy.

If resolved at this stage, the Complaint Investigation Record will be updated.

If agreement cannot be reached, the complaint may proceed to Stage 4.

Stage 4 – External Mediation

If the matter remains unresolved, an independent mediator may be invited.

Anna Baker – Independent Complaints Mediator

Email: complaintsmediationsanna@outlook.com

Subject: Stage 4 Complaints Mediation Request

The mediator:

- Is independent of Lilly Brook Pre-School
- Has no legal powers
- Facilitates discussions and offers impartial advice
- May hold joint or separate meetings
- Keeps discussions confidential
- Maintains written records of meetings and recommendations

The mediator may review all documentation relating to previous investigations.

Stage 5 – Final Meeting and Conclusion

Following mediation, a final meeting will be held between:

- The parent/carer
- The Manager
- The Owner/Director



- The mediator (if agreed)

The purpose of this meeting is to:

- Reach a final decision
- Agree on any actions to be taken
- Conclude the complaints process

A written record of the final decision and agreed actions will be made. All attendees will sign the record and receive a copy. This signed record confirms the complaints procedure has concluded.

Ofsted and Safeguarding

Parents/carers have the right to contact the Office for Standards in Education, Children's Services and Skills (Ofsted) at any stage of this complaints procedure.

Ofsted contact details:

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

These details are displayed on our notice board.

If a complaint relates to:

- A possible breach of registration requirements
- Safeguarding or welfare concerns
- A child being at risk of harm

The setting will follow safeguarding procedures and notify appropriate authorities, including Ofsted and the Local Safeguarding Children Partnership, where required.

The Manager will fully cooperate with any external investigation.

Record Keeping

In line with EYFS requirements:

- A written record of all complaints relating to the setting, children, or staff will be kept for a minimum of **three years**.



- Records will include:
 - Date of complaint
 - Details of the complaint
 - Investigation process
 - Outcome
 - Actions taken

The Complaint Investigation Record will be available for parents and Ofsted inspectors to view upon request.

All records will be stored securely in accordance with data protection legislation.