**Complaints and Grievances Policy (September 2025)**

**Policy Statement:** At Little Acorns preschool, we aim to provide exceptional care and maintain strong, transparent relationships with parents and families. Our Complaints and Grievances Policy complies with the revised Early Years Foundation Stage (EYFS, September 2025).

**Open Communication:**

* We promote transparent, open dialogue and provide various accessible channels (written, email, face-to-face) for parents, carers and staff, to share feedback, concerns, or complaints.
* Feedback is actively welcomed as it provides essential insights for continuous improvement in our practice.

**Receipt of Complaints:**

* Clear instructions on how to raise concerns, including contact details for the designated complaints handler, will be provided to all.
* Confidentiality and privacy will be rigorously upheld throughout the complaint submission and handling process.
* Complaints in the first instance can be emailed to the setting manager – [manager@littleacornstatsfield.co.uk](mailto:manager@littleacornstatsfield.co.uk) or you can telephone the manager on 01959 540775

**Handling Complaints:**

* All complaints will be acknowledged promptly, typically within 48 hours, to confirm receipt and action commencement.
* Complaints are handled objectively, confidentially, and fairly, safeguarding the dignity and rights of all parties involved.
* Comprehensive records of all complaints, including actions taken and outcomes achieved, are maintained securely.

**Investigation and Resolution:**

* Complaints undergo a thorough, impartial investigation, gathering necessary information, interviewing witnesses, and reviewing documentation as required.
* Resolution of complaints is prioritised, typically achieved within 10 working days from receipt, with clear, transparent communication to the complainant.
* Investigation outcomes, including the resolution and subsequent actions, are communicated clearly in writing.

**Confidentiality and Privacy:**

* Utmost confidentiality is maintained, with information shared only with individuals directly involved in addressing and resolving the complaint.
* Third-party involvement occurs only with explicit consent from the complainant, when necessary for resolution.

**Appeals Process:**

* Dissatisfied complainants have the right to appeal the decision. Appeals must be submitted in writing, clearly outlining reasons and any additional supporting evidence.
* Appeals are reviewed objectively by an independent person or designated representative uninvolved in the initial complaint.
* The outcome of the appeal is communicated clearly and in writing, marking the final resolution of the complaint.

**Monitoring and Learning:**

* Complaints and their resolutions are regularly monitored, analysed, and reviewed to identify trends, recurring issues, and opportunities for service enhancement.
* Insights gained from complaints will inform our continuous quality improvement efforts, enhancing the overall care provided.

**Contacting Ofsted:**

Ofsted registers, regulates and inspects childcare for children aged from birth to 17 years. Registered childcare providers have to meet requirements in the early years foundation stage statutory framework and/or the Childcare Register.

These requirements relate to welfare and safety, the people providing the care and the organisation of the childcare. Childcarers registered on the Early Years Register, who care for children aged from birth until 31 August following a child’s fifth birthday, also have to meet requirements for children’s learning and development.

What you can tell Ofsted:

• Is the childcare good?

• Can it be made better?

• Do you have any concerns?

If you want to tell Ofsted anything about your child’s childcare, you can write to Ofsted at: enquiries@ofsted.gov.uk

Ofsted Piccadilly Gate, Store Street, Manchester, M1 2WD

If you have a concern or complaint, you can ring: 0300 123 4666

**Alignment with EYFS 2025 Changes:**

* This policy incorporates EYFS 2025 revisions, emphasising robust, responsive, respectful, and transparent complaint management procedures.

Signed: Chairperson  
Date: September 2025