



Complaints and Concerns Policy

1. Purpose

At Penguin Preschool, we are committed to providing high-quality care and early education in a safe, supportive, and inclusive environment. We recognise that occasionally, parents or carers may have concerns or complaints. This policy outlines how concerns can be raised and how we handle complaints in line with the **Early Years Foundation Stage (EYFS)** statutory requirements.

2. Our Commitment

- We encourage open communication between families and staff.
 - Concerns will be taken seriously and resolved as quickly and as fairly as possible.
 - We maintain clear procedures to manage and record all formal complaints.
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3. Informal Concerns

Most concerns can be resolved quickly through informal discussion. If you have a concern:

1. Speak directly to your child's key person or any member of staff.
 2. If needed, escalate to the Preschool Manager for clarification or support.
 3. We aim to resolve informal concerns within 48 hours where possible.
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4. Formal Complaints Procedure

If the issue remains unresolved or requires further investigation, you may make a formal complaint.

Step 1: Submitting a Complaint

- Complaints can be made in writing or by email.
- Include as much detail as possible, including dates, names (if relevant), and your desired outcome.

Step 2: Investigation

- The Preschool Manager (or the Headteacher if the complaint involves the manager) will investigate the matter.
- You will receive a written acknowledgment within 5 working days.
- A full written response will be provided within 28 days, as per EYFS requirements.

Step 3: Escalation

If you are not satisfied with the response:

- You may contact Ofsted directly (see below).
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5. Complaints to Ofsted

If you believe your concern relates to a breach of EYFS requirements, you have the right to contact **Ofsted** directly:

Ofsted Contact Details:

- Telephone: 0300 123 1231
 - Email: enquiries@ofsted.gov.uk
 - Website: www.ofsted.gov.uk
 - Address: Piccadilly Gate, Store Street, Manchester M1 2WD
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6. Recording and Confidentiality

- All formal complaints are recorded in our Complaints Log.
 - Records include the date, nature of the complaint, actions taken, and outcome.
 - Complaint records are retained for at least three years and are available to Ofsted on request.
 - All complaints are handled with confidentiality, though information may be shared where necessary to safeguard children.
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7. Learning and Improvement

We value all feedback and use complaints as an opportunity to reflect, improve practice, and enhance our service. Any actions taken as a result of a complaint will be shared with relevant staff and implemented promptly.

8. Policy Availability

This policy:

- Is shared with all parents/carers upon joining the preschool
- Can be viewed on our website or provided in paper form on request
- Is reviewed annually or in line with updated EYFS or Ofsted guidance

Reviewed 17/8/2026 Sarah Fielding