COMPLAINTS POLICY / PROCEDURE

All complaints will be referred to the manager, they shall be listened to carefully and a written record made at the time in the complaint log.

The manager will understand the nature of the complaint by interviewing staff members, child/children concerned and any witnesses.

The manager will contact the director Mandy Mapplebeck to inform them of the complaint and how the investigation is going.

The manager will contact the director Mandy with the findings of the complaint before communicating with the parent/child.

The manager will communicate her findings to the parent/child, preferably face to face as well as in a letter within 28 days of the original complaint. Copies of communications will be kept on record.

Should a complaint prove not to be justified the manager shall initiate appropriate action, by means of recording all complaints.

All staff members are required to inform the manager immediately of any incident resulting in physical restraint or which may be considered inappropriate.

All complaints will be recorded in the 'Complaints Log'.

Concerns from parents will also be recorded in the 'Complaints Log' and dealt with in the same way – with the findings communicated to the parent.

If parents feel that their complaint will be dealt with appropriately by someone other than management then please contact Early Years or go direct to Ofsted.

Address: -
OFSTED- (Complaints & Enforcement)
enquiries@ofsted.gov.uk
Piccadilly Gate
Store Street
Manchester
M1 2WD

Telephone: 0300 1234666

Also: Portsmouth City Council
Early Years and Childcare Service
Floor 2 Core 1
Civic Offices
Guildhall Square
Portsmouth
PO1 2EA

Telephone: - 0239268 8836

Updated 11.9.2026 S.Guy