



Burpham Preschool: Complaints Procedure

At Burpham Preschool, we aim to provide a safe, caring and high-quality environment for all our children and families. We welcome feedback, comments, concerns and complaints as they help us improve our services.

We take all complaints seriously and will deal with them fairly, confidentially and promptly.

Parents/carers are encouraged to speak directly to a member of staff as soon as a concern arises so that issues can often be resolved quickly and informally.

Stage 1: Informal Concern

We always encourage parents and carers to discuss any concerns directly with your child's key worker or a member of the preschool management team. In most cases, speaking face-to-face or via a quick message at drop-off/pick-up is the quickest way to resolve minor misunderstandings or everyday issues.

Most concerns can usually be resolved at this stage.

Stage 2: Formal Complaint

If the issue is not resolved informally or if it is of a serious nature, you can escalate the matter to a formal complaint in writing to the preschool leadership team. When submitting the formal complaint, it must detail the nature of your complaint and any dates/times involved.

The preschool leadership team will acknowledge receipt of your written complaint within 24 to 48 hours.

The preschool leadership team will conduct a full and impartial investigation into the circumstances.

We will arrange a meeting with you to discuss the findings and outline any actions taken to resolve the issue. This process and the outcome will be fully documented.

A full response will be provided within 28 days.

Escalation

If you are unsatisfied with the outcome of the formal investigation, you may request a further meeting with the preschool leadership team and the chair of the preschool trustees. If an agreement still cannot be reached, an independent mediator may be brought in to help both parties find a mutually acceptable resolution.

Escalation to Ofsted

As a registered childcare provider in the UK, we strive to meet all the welfare and development requirements of the Early Years Foundation Stage (EYFS). If you are dissatisfied with our internal handling of the complaint, or if the issue relates to a breach of our registration or safety requirements, you have the right to contact **Ofsted** directly:

Telephone: 0300 123 1231

Confidentiality and Records

All complaints are treated with the strictest confidence. Information is only shared on a "need-to-know" basis with staff directly involved in the investigation. A confidential record of all complaints, the investigation steps, and the resulting action plans will be kept on file for at least 3 years, as required by regulatory standards.

Reviewed: May 2026

Next Review: May 2027