

Little Bears Daycare – Making a Complaint Policy (10.2)

“Little Bears Daycare is committed to providing its customers with the highest levels of service. However, we are aware that from time to time you may be unhappy with the service provided. To deal with this, we have a Complaints Procedure. We believe that complaints can help us see where our services or procedures might be improved, even if the you feel that your concern does not amount to a ‘complaint’, we still want to know about it”



‘Providers must put in place a written procedure for dealing with concerns and complaints from parents and/or carers, and must keep a written record of complaints and their outcome. All providers must investigate written complaints relating to their fulfilment of the EYFS requirements and notify complainants of the outcome of the investigation within 28 days of having received the complaint. The record of complaints must be made available to Ofsted on request’.

(EYFS: Sept 2025)

Little Bears Daycare are committed to providing an excellent service to children and their families, but in the unlikely event that you may have a concern about anything that we do, this policy provides clear guidelines for you to follow.

The welfare requirements of the Early Years Foundation Stage (EYFS) requires early years providers to put in place written procedures for dealing with complaints from parents, provide parents with the complaints procedure and details for Ofsted, with an explanation that parents can make a complaint to Ofsted if they wish, and keep a written record of complaints and their outcome.

All settings are required to keep a written record of any complaints which become formal – ie. those which are not satisfied by “resolution through dialogue” as stated below. This record is to be made available to parents, as well as Ofsted inspectors on request.

Complaints Procedure

Informal complaints:

The complaint or concern should be raised verbally to the Manager or Deputy manager of the setting. Most informal complaints involve issues where there is no risk to children or where staff behaviour does not constitute as misconduct. Where this is the case the process of ‘resolution through dialogue’ will be used. In this case there is no need to complete a formal record of complaint.

Formal complaints:

The complainant will be asked to put the complaint in writing and the Nursery Manager, Aimee Bailey, will be informed of all formal complaints. If the Complaint is regarding the Manager, this will be passed on to the Management Committee of the nursery. A person making a complaint may refer the matter to Ofsted if they are dissatisfied with the way in which the complaint was handled by a setting, or the complaint is serious or suggests a breach of the EYFS welfare requirements and/or learning and development requirements. A parent, or other individual, making a complaint to Ofsted about a provider may and can do anonymously if they wish. For safeguarding allegations against staff or the manager, the setting’s Designated Safeguarding Officer will report the allegation to the Local Authority Designated Officer (LADO) to inform them of the allegation and to seek advice on how to move forward with the investigation. This may include other agencies if it is not deemed appropriate for the setting to carry out the investigation.

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Little Bears Daycare must inform Ofsted as soon as it is reasonably practical. Failure to comply with this procedure is an offence.

For all complaints that relate to child protection please refer to our Safeguarding policy and Whistleblowing policy.

Investigation of Complaints

All written complaints must be investigated and the complainant must be notified of the outcome within 28 days of having received the complaint. This includes written complaints made by email.

The complainant will be provided with the following details:

- The process that was taken to ensure that the complaint was fully investigated, such as interviews, reviews of records.
- Who was involved in the investigation without identifying any individuals named in the complaint, including staff or any children and any referrals that were made to external agencies for example, the local authority, social care or Ofsted.
- Details of the outcome of the investigation that took place will be recorded.

This includes;

- Any actions identified by the setting,
- Any actions taken by Ofsted,
- Any action taken by another external agency, where the setting has their permission to do so.
- The outcome of the investigation, identifying area's for improvement within the

Provision.

- If the setting has dismissed any member of staff following the investigation, and if so, under what circumstances.
- If the setting has dismissed a member of staff for misconduct because they placed a child under significant harm the setting will inform the Independent Safeguarding Authority.

Recording and Storing Complaints

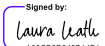
- Providers must provide Ofsted, on request, with a written record of all complaints made during any specified period and the action which was taken as a result of each complaint.
- The record of complaints should be kept for at least three years.
- All complaints made by parents will be kept in a Complaints file and kept in a secure file to maintain confidentiality.
- This can also be used to log staff complaints.

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Confidentiality

Complaints will only be shared on a “need to know” basis and are kept securely in a file on one drive only accessible by management.

This Policy Was Adopted By	Little Bears Daycare
Last Updated	22 July 2026
Signed on Behalf of Provider	Signed by:  22 July 2026
Name of Signatory	Laura Leath
Role of Signatory	Chairperson of Little Bears Daycare