



The Butterfly Rooms (Incorporating Woodlands) LTD

Tank Hill Road | Purfleet | Essex | RM19 1TA

Registered Charity Number: 1148068 | Ofsted Number: 453859 | Company Number: 7984150 | *Limited by Guarantee*

Telephone Number: 01708 863 737

Policy Statement

At the butterfly rooms Incorp Woodlands Pre-School & Nursery, we believe that children and parents/carers deserve courtesy, prompt attention, and a transparent complaints process. We welcome feedback and aim to resolve concerns quickly and informally. If further action is needed, we follow a structured complaints procedure to ensure a fair resolution. This policy is compliant with the 2025 Early Years Foundation Stage (EYFS) statutory framework and relevant UK statutory regulations.

Procedures

Stage 1 – Informal Resolution

- Parents/carers discuss concerns with the room leader.
- Most complaints are resolved amicably at this stage.
- The issue and resolution are recorded in the child's file.

Stage 2 – Formal Written Complaint

- If unresolved, parents/carers submit a written complaint to the setting manager.
- A complaint form is available for those uncomfortable with writing.
- All complaint-related information is stored securely in a designated file.
- The setting manager investigates and meets with the parent/carer to discuss the outcome.
- Parents/carers receive a written response within 28 days.

Stage 3 – Senior Management Review

- If dissatisfied, parents/carers request a meeting with the Chair and setting manager.
- A written record of the discussion, decisions, and actions is created and signed by all parties.
- This signed record signifies the conclusion of this stage.

Stage 4 – External Mediation

- If no agreement is reached, an independent mediator is invited to assist.
- The mediator listens to both sides, reviews actions taken, and suggests solutions.
- Discussions remain confidential, and a written record is kept.

Stage 5 – Final Resolution Meeting

- A final meeting is held with the parent/carer, room leader, Chair, and setting manager.
- The mediator's advice is considered in reaching a decision.
- A signed record of the meeting is provided to all parties, marking the conclusion of the process.

Whistleblowing

- Staff and parents are encouraged to raise concerns about unsafe or poor practice.
- Whistleblowing concerns will be treated confidentially and can be raised with the Designated Safeguarding Lead (DSL), the Chair of the Committee, or directly with Ofsted.
- Staff are protected under the Public Interest Disclosure Act 1998.

Safeguarding & Regulatory Bodies

- If a child is at risk, we follow multi-agency safeguarding arrangements (MASA).
- Complaints related to safeguarding are escalated to the DSL and may be referred to external agencies.
- Parents/carers may contact Ofsted at any stage:

Ofsted National Business Unit

Piccadilly Gate, Store Street, Manchester M1 2WD

Tel: 0300 123 1231

Website: <https://www.gov.uk/government/organisations/ofsted>

- Complaints about data handling can be directed to the Information Commissioner's Office (ICO) at <https://ico.org.uk>.

Accessibility & Inclusion

- The complaints process is accessible to all, including non-native English speakers and individuals with disabilities.
- Interpreters, large print formats, and verbal submissions are available upon request.

Privacy & Recording Devices

- Consent is required before recording conversations or meetings with staff.
- Covert recordings may not be used in the complaints process.
- Under the Regulation of Investigatory Powers Act 2000, selling or publicly sharing recorded conversations without consent is prohibited.

Records & Compliance

- Complaints are recorded and retained for at least three years.
- The Complaint Investigation Record is available for parents and Ofsted inspectors upon request.

Policy Review

- This policy will be reviewed annually or in response to changes in legislation.

This policy was adopted by

The Butterfly Rooms Ltd

On

7th July 2025

Date to be reviewed

7th July 2026

Signed on behalf of the Management committee



Miss Aimee Thompson

