



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

Complaints Policy

Policy Statement

At The Butterfly Rooms Incorporated Woodlands Pre-School & Nursery, we believe that children and their parents/carers are entitled to courtesy, prompt attention, and a clear and transparent complaints process. We welcome feedback and aim to resolve concerns quickly and informally wherever possible. When this is not achievable, we follow a structured complaints procedure to ensure concerns are handled fairly, consistently, and in line with statutory requirements.

This policy is compliant with the **Early Years Foundation Stage (EYFS) Statutory Framework 2025** and relevant UK legislation. A copy of this policy is shared with parents/carers at registration and is available upon request at all times.

Definition of a Complaint

A complaint is defined as an expression of dissatisfaction raised by a parent/carer or other stakeholder where action is required and the concern cannot be resolved immediately.

Minor concerns or issues that are addressed on the same day will be recorded appropriately but will not be classified as formal complaints unless escalation is requested by the parent/carer.

Complaints Procedure

Stage 1 – Informal Resolution

- Parents/carers are encouraged to raise concerns initially with their child's **room leader**.
- The majority of concerns are resolved promptly and amicably at this stage.
- Where appropriate, a brief record of the concern and outcome is kept in the child's file.

Stage 2 – Formal Written Complaint

- If the concern remains unresolved, parents/carers may submit a **formal written complaint** to the **Setting Manager**.
- A complaints form is available for parents/carers who are uncomfortable with written submissions; verbal complaints will be accurately recorded by staff.
- All complaint-related information is stored confidentially in a designated complaints file.
- The Setting Manager will investigate the complaint thoroughly and fairly.
- A meeting will be offered to discuss findings and outcomes where appropriate.
- A **written response will be provided within 28 days**, detailing the investigation, conclusions, and any actions taken.

Stage 3 – Senior Management Review

- If dissatisfaction remains, parents/carers may request a review with the **Chair of the Committee** and the **Setting Manager**.
- A written record of discussions, decisions, and agreed actions will be produced.
- This record will be signed by all parties and a copy provided to the parent/carer.

Stage 4 – External Mediation

- Where agreement cannot be reached, an **independent mediator** may be invited to assist with resolution.
- The mediator will review actions taken, listen to all parties, and offer recommendations.
- All mediation discussions remain confidential.
- A written record of the mediation process and outcomes will be retained.

Stage 5 – Final Resolution

- A final meeting will be held with the **parent/carer, room leader, Setting Manager, and Chair**.
- The mediator's recommendations will be considered before reaching a final decision.
- A signed written outcome will be provided to all parties, marking the conclusion of the complaints process.

Complaints Involving Staff Members

- Where a complaint relates to the conduct or behaviour of a staff member, the employee concerned will be informed of the allegation and supported throughout the investigation.
- The setting's **Staff Disciplinary Policy** may be followed where appropriate.
- Confidentiality will be maintained for all parties wherever possible.

Complaints About the Setting Manager or Committee

- Complaints concerning the **Setting Manager** should be addressed directly to the **Chair of the Committee**.
- Where a complaint involves a Committee member, that individual will not be involved in the investigation or decision-making process.

Whistleblowing

- Staff and parents/carers are encouraged to raise concerns about unsafe, unethical, or poor practice.
- Whistleblowing concerns may be raised confidentially with the **Designated Safeguarding Lead (DSL)**, the **Chair of the Committee**, or directly with **Ofsted**.
- Staff who raise concerns in good faith are protected under the **Public Interest Disclosure Act 1998**.

Safeguarding & Regulatory Reporting

- If a concern suggests that a child may be at risk of harm, the setting will follow **multi-agency safeguarding arrangements (MASA)** immediately.
- Complaints relating to safeguarding are escalated to the **DSL** and may be referred to external agencies without delay.
- Any complaint alleging **serious harm, abuse, or a failure to safeguard children will be reported to Ofsted as soon as reasonably practicable**, in line with EYFS requirements.

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 regarding data protection or information handling may be directed to the **Information Commissioner's Office (ICO)**:

<https://ico.org.uk>

Accessibility & Inclusion

- The complaints procedure is accessible to all families.
- Support is available for parents/carers who are non-native English speakers or who have additional needs.
- Interpreters, large-print documents, and verbal complaints can be provided upon request.

Privacy & Recording of Meetings

- Consent must be obtained from all parties before recording meetings or conversations with staff.
- Covert recordings will not normally be accepted as part of the complaints process.
- Any recordings must comply with UK GDPR and the Data Protection Act 2018.
- Recordings must not be shared publicly or with third parties without lawful basis or consent.

Unreasonable or Persistent Complaints

- The setting reserves the right to manage persistent, repetitive, or vexatious complaints in a fair and proportionate manner.
- This may include limiting communication frequency or methods while ensuring all genuine concerns are appropriately addressed.

Records & Compliance

- All complaints, including investigations, outcomes, and actions taken, are recorded and stored securely.
- Records are retained for **a minimum of three years**, in accordance with EYFS requirements.
- The **Complaint Investigation Record** is available to parents and Ofsted inspectors upon request.

Linked Policies

This policy should be read alongside:

- Safeguarding & Child Protection Policy
- Data Protection (GDPR) Policy
- Staff Code of Conduct
- Whistleblowing Policy
- Behaviour Management Policy

Policy Review

This policy will be reviewed **annually** or sooner in response to changes in legislation or EYFS requirements.

This policy was adopted by

The Butterfly Rooms Ltd

On

21st April 2026

Date to be reviewed

21st April 2027

Signed on behalf of the Management committee



Miss Aimee Thompson