

Complaints Policy

Setting Name: Golden Acorns

Date: April 2026

1. Statement of Intent

We are committed to providing high-quality early years care and education and value positive relationships with children and families. We recognise that concerns or complaints may arise and view these as an opportunity to reflect on practice and improve the service we provide.

We aim to address all concerns promptly, fairly and transparently, ensuring that parents and carers feel listened to and respected. We ensure that complaints are handled in line with EYFS requirements and that outcomes are used to improve practice and maintain high standards.

2. Legal Framework

This policy is based on statutory guidance including:

- Early Years Foundation Stage (EYFS) Statutory Framework
- Children Act 1989
- Data Protection Act 2018

The setting follows EYFS requirements regarding the recording and handling of complaints.

3. Definition of a Complaint

A complaint is an expression of dissatisfaction about the care, education or service provided by the setting. Complaints may relate to practice, policies, staff conduct, communication, environment or any aspect of provision.

Concerns raised informally will be taken seriously and addressed promptly to prevent escalation where possible.

4. Raising a Concern or Complaint

Parents or carers are encouraged to raise concerns as soon as they arise. Concerns can be discussed with a child's key person or the setting manager. We aim to resolve concerns informally wherever possible through discussion and clarification.

If the concern cannot be resolved informally, or if a parent wishes to make a formal complaint, this should be made to the manager in writing or verbally. Support will be provided if required to ensure concerns can be communicated clearly.

5. Investigating Complaints

All formal complaints are investigated promptly and fairly. The manager will:

- acknowledge the complaint
- gather relevant information
- speak to involved staff
- review records or procedures
- consider the concerns raised

Parents will be kept informed of progress during the investigation.

6. Outcome and Response

A written response will be provided outlining the outcome of the complaint, actions taken and any improvements identified. Where appropriate, changes to practice, procedures or staff guidance will be implemented to prevent recurrence.

We aim to resolve complaints within 28 days in line with EYFS requirements.

7. Recording Complaints

All complaints are recorded, including:

- date of complaint
- nature of concern
- investigation steps
- outcome
- actions taken

Records are stored securely and made available to Ofsted upon request as required by EYFS.

8. Escalation

If a parent remains dissatisfied with the outcome, they may contact Ofsted or relevant regulatory bodies. Contact details are made available to parents on request and displayed within the setting.

Parents may also contact external agencies if concerns relate to safeguarding or legal requirements.

9. Confidentiality

Complaints are handled sensitively and confidentially. Information is shared only with those involved in investigating and resolving the complaint. Records are stored securely in line with data protection requirements.

13. Monitoring and Review

Complaints records are reviewed to identify patterns, themes or areas for improvement in practice or communication. Management ensures complaints procedures remain transparent, fair and compliant with EYFS requirements. This policy is reviewed annually or sooner if guidance or procedures change.