



Complaints Procedure

Links to Key Legislation and Key Guidance

- Children's Act 1989 & 2004
- Children and Families Act 2014
- Statutory Framework for the Early Years Foundation Stage DfE 2021
- Information Sharing, HM Government 2018
- Data Protection Act 2018
- Safeguarding Vulnerable Groups Act 2006
- Working Together to Safeguard Children DfE 2018
- Freedom of Information Act 2000

Policy Statement

At Busy Bees Nursery and Pre-School, we aim to provide the highest quality of care for all our children and families by creating an environment that is warm, welcoming and inclusive for all.

We believe our children and families are entitled to have careful and respectful attention to their needs and wishes. Our intention is to work in partnership with our families and we welcome suggestions on how to improve our setting at any time.

In the event you as the parent felt the need for making a complaint, we politely request you do so in the following manner.

Making a Complaint or Raising a Concern

- If you the parent has a concern about any aspect of Busy Bees Nursery and Pre-School, you are always welcome to and should firstly try to discuss with the concern with the manager.
- You can pop in and see her to have a chat face to face, send an email or give her a call.

- If the manager is away from her desk, please ask a member of staff to get in touch as a matter of urgency, and the manager (or deputy in the managers absence) will strive to respond promptly.
- If you feel the discussion does not have a satisfactory outcome, or the practice in question has not improved over a reasonable amount of time, or if the problem reoccurs, and you feel you want to take further action and make a formal complaint, you should put the concern in writing, letter or email and address to the Manager and Directors of Busy Bees Nursery and Pre-School.
- We will arrange a meeting between you the parent, the manager and at least one director.
- We will listen to you and your views of the complaint.
- Any action taken or to be taken will be discussed with you during this meeting and a written record shall be kept.
- We will agree a timescale with you during the meeting to allow us to gather further information with staff members, speak to other parents etc.
- All findings of any investigation will be put in writing to you the parent within 28 days, and a copy to Ofsted will be made available if necessary.
- We will notify Ofsted of your complaint within 14 days of receiving it.
- We shall ensure a record of your complaint and the outcome of any investigation is maintained at Busy Bees and is accessible for parents to view at any time.
- We shall keep a record of your complaint for at least six years after your child leaves our setting (For serious complaints we may keep records until the child reaches 25 years of age).

If the outcome following the meeting is still unsatisfactory, then complaints to Ofsted can also be made.

Complaints to Ofsted

Busy Bees Early Years Registration Number ey270241

enquiries@ofsted.gov.uk

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