Complaints Policy

Purpose

At Pavilion Pre School (Aigburth) CIO, we aim to provide high-quality care and early education in a safe, welcoming, and inclusive environment. We recognise that occasionally concerns or complaints may arise, and we take all feedback seriously as an opportunity to improve our service.

This policy outlines how complaints can be raised and how they will be handled, in accordance with the Statutory Framework for the Early Years Foundation Stage (EYFS) and Ofsted requirements.

Scope

This policy applies to:

- Pre-school provision
- Breakfast and after-school club services
- All parents, carers, staff, and visitors

Our Commitment

- All concerns and complaints will be taken seriously and dealt with promptly.
- Complaints will be handled fairly, transparently, and confidentially.
- A record of complaints will be maintained and available for Ofsted inspection.

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Stage 1: Informal Resolution

We encourage parents/carers to discuss any concerns or worries at the earliest opportunity with the appropriate staff member. In most cases, we expect issues to be resolved quickly and informally.

Who to contact:

- Your child's key person or session lead
- The manager of the appropriate setting (e.g. Pre School or Clubs)

If the matter cannot be resolved informally, or if the complaint is serious, it should proceed to Stage 2.

Stage 2: Formal Complaint

If you are not satisfied with the response at Stage 1, a formal complaint can be made in writing to the Operations Manager.

Written complaints should include:

- Name and contact details of the complainant
- Nature of the complaint (what happened, when, where, and who was involved)
- Any previous attempts to resolve the issue
- Desired resolution or outcome

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Response Timeframe:

- You will receive a written acknowledgement within 5 working days.
- A full investigation will be carried out.
- A written response will be provided within 28 days of the complaint being received.

A written record of the complaint and outcome will be kept for at least 3 years.

Stage 3: Escalation

If you are not satisfied with the outcome of the formal investigation, you may request a review by the Chair of Trustees.

Stage 4: External Complaint – Ofsted

If the complaint relates to the safeguarding and welfare requirements of the EYFS, you may contact Ofsted directly.

Contact Ofsted:

- Website: https://www.gov.uk/government/organisations/ofsted
- Telephone: 0300 123 1231
- Email: enquiries@ofsted.gov.uk
- Online form: https://www.gov.uk/complain-about-school

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Ofsted will consider complaints about:

- The setting failing to meet EYFS statutory requirements
- Unsafe or inappropriate practices
- Staff not being suitably qualified or vetted

Record Keeping

We will maintain a Complaints Log, which will include:

- Date and nature of the complaint
- Details of investigation and findings
- Action taken
- Outcome
- Any correspondence with the complainant
  This log will be available for Ofsted inspection upon request.

This policy was adopted in July 2025 and will be reviewed annually or as required.
Last update: 30.09.26

Signed by Chair of Trustees:

Signed by Operations Manager: