Complaints Policy

For ANY Safeguarding related concerns please see our Safeguarding Policy which includes specific Safeguarding allegation procedures.

We are committed to working in close partnership with parents and carers, so that, together, we can best meet the needs of their children.

- If it should arise that a parent, carer, child or member of staff is unhappy with any aspect of our service, we would like them to inform us so that we can discuss the issue and aim to resolve it.

The person to whom an allegation or concern is first reported should treat the matter seriously and keep an open mind. They should not:

- Investigate or ask leading questions.
- Make assumptions or offer alternative explanations.
- Promise confidentiality.

In the event of a complaint that IS NOT of a safeguarding nature. If the parent/carer deems it necessary to make a more formal approach, they are invited to put the complaint in writing, or in an email to us at: hannah@manorfarmfun.co.uk. We have a duty to follow up all written complaints.

The Setting Lead will review all written complaints as soon as possible and inform the complainant of the outcome within 24 hours.

- We will keep a written record of all complaints and their outcomes for three years or longer where the law requires it and inline with our data retention policy and procedures.
- We will observe strict confidentiality, with the exception of providing Ofsted or other government agencies with information, should they require it.
- Where the complaint involves serious or gross misconduct, Ofsted will be notified as soon as possible and always within 14 days.

Following all complaints, verbal or written, we will record the following information:

- The name of the person making the complaint
- The nature of the complaint
- Date and time of the complaint, location of incident/s and names of any potential witnesses
- Who initially received the complaint
- Discussions about the child and/or member of staff, any decisions made, and the reasons for those decisions.

- Details of the information and findings will be given to the person making the complaint, (which should have been given to them within 28 days), including any action taken.

If the complaint cannot be resolved, or if the complaint is of a serious nature and it is felt inappropriate to discuss it with a member of staff, the complainant should contact:

Ofsted on 0300 123 1231,

or write to:

The National Business Unit Ofsted

Piccadilly Gate Store St

Manchester M1 2WD

There is more information and guidance for complainants on the Ofsted website:
www.ofsted.gov.uk

This policy will be reviewed annually or sooner if required.

Policy Last Reviewed: 10th November 2026

Next Review Due: 10th November 2027