

busy bees
PRESCHOOL
COMPLAINTS POLICY AND PROCEDURE

Our Approach

At Busy Bees Preschool, we welcome feedback and complaints as an opportunity to listen, improve and maintain high standards. We will deal with concerns fairly, respectfully and as promptly as possible.

Raising a Concern

Parents and carers are encouraged to speak to us as soon as possible so that we can try to resolve concerns informally. Please contact:

Preschool Manager: Jenna Cooper or **Deputy Manager:** Ellie Hedgecock-Grant

Concerns can be raised verbally, by telephone, email or in writing. Parents and carers will never be discouraged from making a complaint.

Formal Complaints

If a concern cannot be resolved informally, or you wish to make a formal complaint, please put it in writing to:

Preschool Manager: Jenna Cooper or **Chair of Committee/Nominated Person:** Heather McKay

Formal complaints will be acknowledged within 5 working days and we aim to provide a written outcome within 28 days.

If a complaint concerns the Manager, it will be investigated by the Chair. We will handle all complaints fairly, confidentially and impartially.

Safeguarding Concerns

Any concern about a child's safety or welfare will be treated as a safeguarding matter and acted upon immediately in accordance with our **Safeguarding and Child Protection Policy**.

You do not need to follow our complaints procedure before raising a safeguarding concern. If a child is in immediate danger, please call **999**.

Contacting Ofsted

Parents and carers can contact Ofsted directly if they have concerns about our provision or believe we are not meeting the Early Years Foundation Stage (EYFS) requirements. You do not need to complete our complaints procedure first.

Ofsted: 0300 123 4666

Email: enquiries@ofsted.gov.uk

Website: GOV.UK – Ofsted complaints procedure

Ofsted regulates childcare providers but does not generally resolve individual disputes between parents and settings.

Learning and Improvement

We use complaints and feedback to help us improve our practice, policies and provision.

Last reviewed: September 2026

Next review due: September 2027