8. Complaints & Compliments

At Mini Adventures we believe that parents and carers are entitled to expect courtesy, respect and prompt, careful attention to their individual needs and wishes. We aim to provide high-quality care, learning and support for every child and to work in partnership with parents and carers.
We welcome compliments, comments and suggestions as these help us recognise good practice and continually improve our service. We record compliments and, where appropriate, share them with the staff involved.
We take concerns and complaints seriously and will deal with them fairly, professionally, confidentially and without discrimination. We will seek to resolve concerns as quickly as possible while ensuring that the welfare and best interests of children remain our priority.
This procedure applies to concerns and complaints made by parents and carers about the care, learning, welfare, safety or management of the preschool, or about the way in which we are meeting the requirements of the Early Years Foundation Stage (EYFS).
Parents and carers will not be treated less favourably because they have raised a concern or made a complaint.

Safeguarding and child protection

Any concern that a child may be at risk of harm, abuse or neglect will be dealt with under the preschool's Safeguarding and Child Protection Policy and will not be delayed while this complaints procedure is followed. The Designated Safeguarding Lead (DSL) will consider whether information needs to be shared with the local authority children's social care team, the police, the Local Authority Designated Officer (LADO), Ofsted or another relevant agency. Where a child is at immediate risk, emergency services will be contacted.
Where a complaint or allegation concerns a member of staff or another person working with children, the preschool will follow its safeguarding and allegations procedures and will make any required referral or notification without waiting for the outcome of the normal complaints process.

Internal complaints procedure

Stage 1 – Raising a concern informally

Where possible, parents and carers are encouraged to raise concerns as soon as they arise with the child's key person, a senior member of staff or the preschool manager. Many concerns can be resolved quickly through discussion and clarification.
Staff receiving a concern should listen carefully, remain professional and respectful, record relevant details where appropriate and pass the matter to the manager or DSL if further action is required.

Stage 2 – Formal complaint

If the concern cannot be resolved informally, or the parent or carer wishes to make a formal complaint, the complaint should be made to the preschool manager in writing. Complaints may be submitted by letter or email. Where a parent or carer has difficulty making a written complaint, the preschool will provide reasonable assistance and may record the complaint on their behalf.
The manager will acknowledge the complaint, investigate it fairly and objectively, and review relevant records, policies and information. The investigation will be proportionate to the nature and seriousness of the complaint.
The person making the complaint will be informed of the outcome of the investigation, including any action taken or proposed, within 28 days of the complaint being received. If an investigation cannot reasonably be completed within 28 days, the parent or carer will be kept informed of the reason for the delay and the expected timescale for a final response.
The complaint, investigation, outcome and any actions arising will be recorded in the preschool's complaints record.

Stage 3 – Review

If the parent or carer remains dissatisfied following the formal response, they may request a review by the preschool manager or another senior person who has not been directly involved in the original investigation, where this is reasonably practicable.
A review meeting may be arranged where appropriate. The preschool will consider the points raised, review the original investigation and confirm the outcome and any further action that is reasonably necessary. A written record of the review and any agreed actions will be kept.
Where the complaint concerns the preschool manager, the complaint should be made directly to the registered provider/owner or another person with appropriate authority to investigate it.

Stage 4 – Contacting Ofsted

Parents and carers may contact Ofsted at any stage if they have concerns that the preschool is not meeting the requirements of the EYFS or the conditions of its registration. Ofsted does not normally resolve individual contractual or financial disputes, but it can consider concerns about compliance with childcare requirements. Parents and carers are not required to wait until the preschool's complaints procedure has finished before contacting Ofsted where they believe the matter needs to be brought to Ofsted's attention.

Complaints record keeping

The preschool will keep a written record of complaints and their outcomes. The record will include, where applicable:
the name of the person making the complaint;
the date the complaint was received;
the nature and details of the complaint;
the person responsible for investigating the complaint;
the investigation undertaken and relevant evidence considered;
the outcome and reasons for the decision;

any action taken or proposed as a result; and
the date and method of the response to the complainant.
Complaints records will be stored securely and handled in accordance with the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018 and the preschool's Data Protection Policy. Information will only be shared with people who have a legitimate need to know, or where disclosure is required or permitted by law.
Parents and carers do not have an automatic right to see confidential information about other children, families or staff contained within a complaints record. Any request for access to personal information will be considered in accordance with data protection law.
Complaints records will be retained only for as long as necessary in accordance with the preschool's records retention arrangements and applicable legal, regulatory and safeguarding requirements.

Ofsted access to complaints records
The preschool will make its complaints records available to Ofsted when requested. Records will be sufficiently detailed to demonstrate how complaints have been investigated and what action has been taken.

Confidentiality and fairness

All complaints will be handled sensitively and information will be shared only where there is a legitimate reason to do so. Confidentiality will not prevent the preschool from sharing information where this is necessary to safeguard a child, comply with a legal duty, or cooperate with an investigation by an authorised body.
Where a complaint involves more than one child, family or member of staff, the preschool will take care not to disclose personal or confidential information relating to other individuals.

Unreasonable or persistent complaints

The preschool will make every reasonable effort to resolve complaints fairly. If a person makes complaints that are abusive, threatening, discriminatory, deliberately repetitive or unreasonably demanding, the preschool may set reasonable boundaries for future communication. This will not prevent a genuine safeguarding concern from being considered or reported.

Compliments and suggestions

Parents and carers are encouraged to provide positive feedback, compliments and suggestions at any time. These may be given verbally, in writing or by email.
Compliments may be recorded and shared with relevant staff as recognition of good practice.
Suggestions for improvement will be considered by management and may be used as part of the preschool's ongoing self-evaluation and quality improvement.

Ofsted contact details

Ofsted – Office for Standards in Education, Children's Services and Skills

Telephone: 0300 123 4666
Email: enquiries@ofsted.gov.uk
Post: Ofsted, Piccadilly Gate, Store Street, Manchester, M1 2WD
If a parent or carer believes a child is at risk of harm, they should contact the relevant local authority children's social care service or the police. In an emergency, call 999.

Relevant legislation and guidance

Early Years Foundation Stage (EYFS) Statutory Framework for Group and School-Based Providers – current version from 1 September 2026.
Children Act 1989.
Children Act 2004.
Working Together to Safeguard Children 2026.
Equality Act 2010.
Data Protection Act 2018 and UK General Data Protection Regulation (UK GDPR).

Policy review and monitoring

The manager will monitor complaints, compliments and suggestions to identify recurring issues, training needs and opportunities for improvement. This policy will be reviewed at least annually and sooner if there are changes to legislation, statutory guidance or Ofsted requirements.

Policy administration

This policy was adopted on: _____
Signed on behalf of the preschool: _____
Date for review: _____